

Cornwall Air Ambulance

 *Your charity, saving lives*



ANNUAL REPORT
SUMMARY

2019

Celebrating A YEAR TO REMEMBER

2019 was an exceptional year for Cornwall Air Ambulance Trust carrying out more lifesaving missions than ever before. The year culminated in a successful £2.5million fundraising appeal to deliver a state-of-the-art air ambulance for Cornwall. This fundraising success demonstrates how highly Cornish people value the service that we provide.

The charity was recognised for outstanding work by receiving a number of awards including: the Association of Air Ambulances Incident of the Year Award presented to the critical care crew for an incredibly difficult rescue when three young people fell from a cliff at Porthleven. At the same event Chief Executive, Paula Martin, received the Chairman's Award for her wider contribution to the sector including her previous role as Chair of the Association of Air Ambulances. During the year Paula also received the Institute of Directors' South West Directors of the Year Third Sector Award and the charity was awarded Business of the Year at the Cornwall Business Awards.

I only joined the Board of Trustees this year, so I would like to thank the outgoing Chair, Sarah Pryce, for her outstanding service. This year we also said goodbye to Ian Brackenbury and Henry Orchard. I would like to thank them both for the tremendous support that they have given.

Although these are very challenging times, we will be ready to provide both the residents and visitors of Cornwall, the outstanding lifesaving services for which we have become justifiably known.

Mark Carne CBE, Chair of Trustees



Ambl Looking towards OUR FUTURE

It has been an exceptional year. Towards the end of the year, the Trustees authorised the penultimate payment for the new helicopter. Shortly afterwards the new helicopter arrived in the UK, for the completion of the remainder of the medical interior. Following a period of intense training for the aircrew, the new helicopter went into service on 1 April 2020; marking our anniversary of 33 years of saving lives in Cornwall.

Just a few days prior, the UK went into lockdown to prevent the spread of the Coronavirus pandemic. This was not the beginnings we had planned, with every follow-on event designed to share the success of the appeal with the public cancelled.

Like nearly every other organisation in the UK, the impact on our strategic and operational plans has been substantial and as we publish this report, we are beginning to understand the wider impact on the Cornish economy and beyond. There is no time for sitting back and enjoying success.

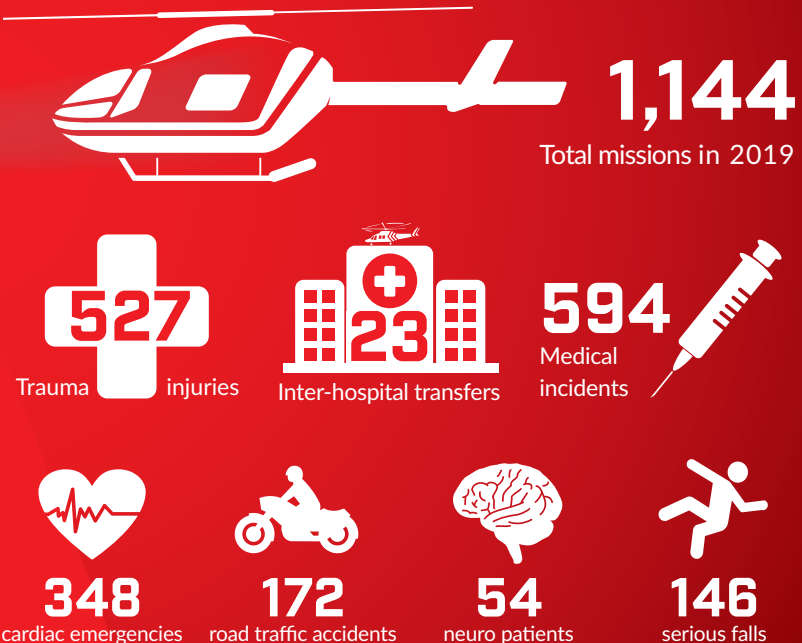
Paula Martin, Chief Executive

our IMPACT in 2019

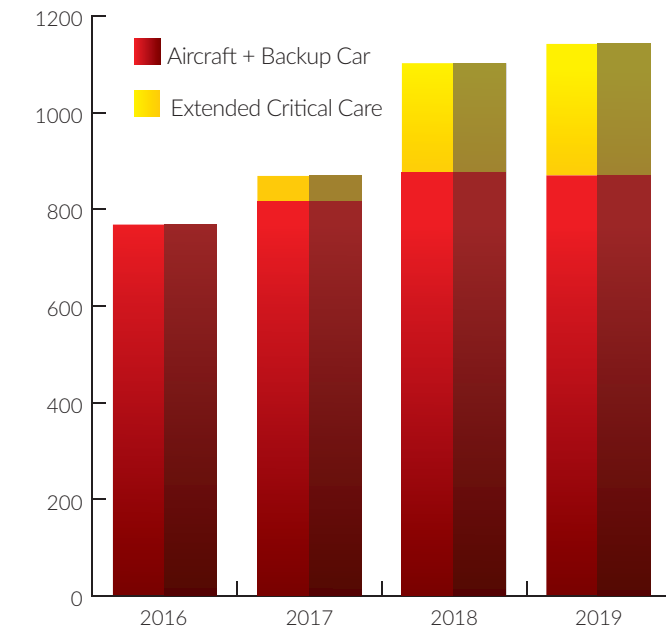


MISSIONS IN 2019

2019 has been another busy year. The service responded to 1,144 incidents and treated 910 patients, with life threatening medical conditions, traumatic injuries and a small number of patients requiring urgent, time critical transfers between hospitals for specialist treatment.



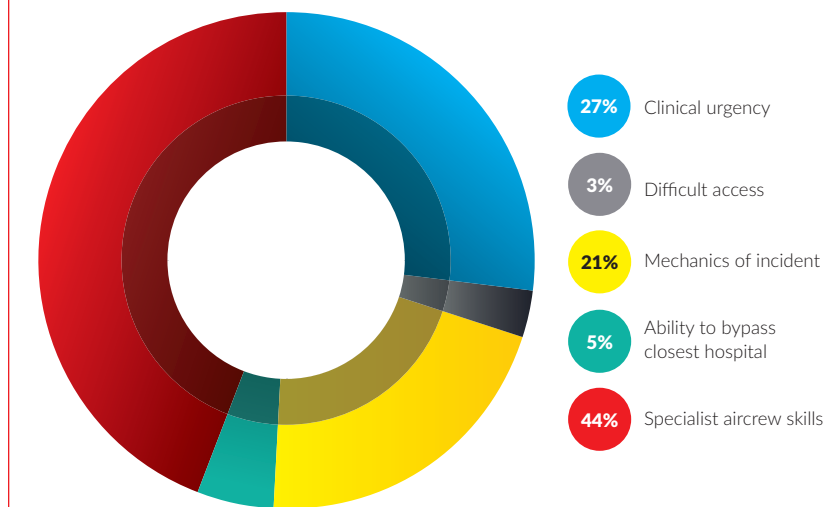
Mission increase



The last four years have seen a year-on-year growth in missions. The Extended Critical Care Car pilot, which commenced October 2017, has demonstrated an on-going demand for pre-hospital emergency critical care during night-time hours. Despite a number of limitations with the trial, the extended hours resulted in an additional 273 missions during 2019. As a result, the charity has decided to extend its aircraft operating hours during 2020, please refer to page 12 for more information about our future plans.

Tasking

Cornwall Air Ambulance has the only Paramedics trained as Specialists in Critical Care in Cornwall. This is reflected in our tasking, whereby the majority of missions are as a result of these specialist clinical skills together with the clinical urgency or complexity (mechanics) of the incident.



KEY PARTNERS

Our life-saving work cannot be achieved in isolation. We work with a cross section of agencies, most notably:

South West Ambulance Service NHS Foundation Trust

We are part of a fully integrated response to emergencies in Cornwall, which is contracted through a Service Level Agreement for the provision of a team of paramedics dedicated to air ambulance operations, deployment on emergency missions from their Emergency Clinical Hub in Exeter and the clinical governance and oversight of the paramedics and doctors.



Specialist Aviation Services (SAS)

SAS have owned, operated and maintained our two MD902 Explorer helicopters since December 2014, providing our base pilots and engineering resources. Post 2020, we will continue to contract the services of SAS for our wholly owned AW169 air ambulance.



Royal Cornwall Hospitals Trust

The charity has a small team of doctors who carry out the role of education support physicians for the paramedic crew, supporting them on their learning pathways to achieve the highest possible qualifications and standards in pre-hospital medical care.



Other key stakeholder partners include:

- Air Ambulances UK
- Bristow Search and Rescue
- Cornwall Airport Newquay
- Cornwall Council
- Derriford Hospitals
- Kernow Clinical Commissioning Group.

“
 Whilst the
 award recognises the
critical care
 we delivered to the
 patients, it is accepted
all the on behalf of
emergency
services that came
 together that night to
 co-ordinate the rescue.”

Critical Care
 Paramedic Thomas
 accepting the Air
 Ambulances UK
 Incident of the
 Year Award 2019



Saving Lives

A short trip to the shop turned into a life-changing journey for motorcyclist Tim May when he was airlifted by Cornwall Air Ambulance following a collision with a car.



On Saturday 4 August Tim was returning home from the shop on his motorbike when a car pulled out in front of him on the A38. He desperately tried to brake, but crashed into the back of the car and was thrown onto the tarmac.

He said: “I had a horrendous pain. Luckily a nurse was in a nearby vehicle and came to keep me stationary. A first responder and a land ambulance arrived, but they required stronger pain relief to help move me. That’s when they requested Cornwall Air Ambulance.”

Due to the impact of the crash, Tim’s femur smashed through his pelvis, causing extensive damage and internal bleeding.

The air ambulance landed on the A38. Critical Care Paramedics Pete Storer and Jeremy Griffiths administered Ketamine sedation as a form of enhanced pain relief allowing them to re-align Tim’s fracture whilst simultaneously stabilizing his pelvic injury to reduce further bleeding.

Pete said: “We knew straight away that Tim had a very serious injury as his leg was at an odd angle. We gave him enhanced pain relief so we

“
 If I went by land
 ambulance **I might
 not be here”**

could straighten out his leg at the scene. It also became clear that Tim had suffered an internal bleed, which can be very dangerous if not treated quickly.”

The 58-year-old was airlifted to the Major Trauma Unit at Derriford Hospital. Tim endured a nine-hour operation to repair the damage to his leg and pelvis.

He added: “I thought I was dying. If I went by land ambulance I might not be here; it made a huge difference to me. It will be a long recovery, they say it takes up to two years to be back to 100% fitness again. I’m self-employed, so the accident has been life-changing for me.”

IMPROVING

pre-hospital

EMERGENCY *medical care*

Towards the end of the year, the Trustees authorised the penultimate payment for the new helicopter.

“I was extremely proud and honoured to attend the signing ceremony at the Leonardo Delivery Centre, representing everyone who had made the moment possible.”, says Chief executive Paula Martin. “For the first time in its history, the charity now owns its air ambulance”.

The new generation AW169 air ambulance’s performance capability, additional space, interior configuration and digital/technical systems will enable the charity to reach more patients and save more lives.

Owning the helicopter means the Charity has the freedom to make future decisions around its operating model, and identify the very best, cost effective solutions. Trustees have a duty of care regarding the prudent use of charitable funds in delivering operations.



“ For the **first time in its history** the charity now **owns** its air ambulance”

Shortly afterwards the new helicopter arrived in the UK, for the completion of the remainder of the medical interior, before arriving in Cornwall on 25 February 2020 and touching down at the Cornwall Air Ambulance helipad for the first time. Following a period of intense training for the aircrew, the new helicopter went into service precisely on the due date of 1 April 2020, on the day the Charity marked 33 years of saving lives in Cornwall.

33 years of saving lives in Cornwall



NEW MEDICAL EQUIPMENT

The charity has continued to invest in new kit to support the Critical Care Paramedics in saving lives. "Thanks to our generous supporters, Trusts, Foundations and Grant Making Bodies, we now have advanced medical equipment, some of which are not available on road ambulances." says Air Operations Officer Steve Garvey. Thanks to external grants and donations, new or upgraded medical kit includes:



LUCAS 3

LUCAS 3 chest compression system aids CPR. Critical Care Paramedic Tom Hennessy-Jones says, "Using our LUCAS chest compression system allows us to provide the same quality of compressions for all patients over time, reducing crew fatigue and freeing us up to focus on other life-saving tasks to increase the likelihood of survival."



iViz Ultrasound

iViz Ultrasound gives the paramedics a window into a patient's body, allowing our crew to identify internal injuries and bleeding and give a clear picture of the patient's organs. This supports the diagnosis of a patient allowing them to immediately commence treatment instead of having to withhold treatment until a patient has arrived in ED.



Paediatric Laryngoscope

Paediatric Laryngoscope is helping to establish airways for critically ill or injured babies and young children. Kris Lethbridge, Critical Care Paramedic & Training Lead, said: "Until now we have not been able to use the Laryngoscope on babies and young children even though their airways are harder to establish. The paediatric blades give us the best possible chance of success."

The Charity will continue to invest in new and upgraded medical kit, subject to funding and aviation licensing, the following kit will be purchased in 2020:

- Epoch Blood Analysis machine
- Isolation Pod for transferring confirmed Covid-19 patients by air
- Hamilton T1 Ventilator
- New suction units for clearing patient airways
- Syringe drivers for delivering medication and pain relief.

“ We now have advanced medical equipment, some of which are not available on road ambulances ”



OPERATING SEVEN MORE HOURS

Clear data has emerged from the Extended Critical Care Car pilot that there is unmet patient needs across Cornwall. The charity has firm plans to maintain the helicopter operating hours to at least 19 hours per day; providing a further seven hours of operations each day. This would mean night flying until 02:00 hours. To achieve this in 2020 the charity will be expanding the Aircrew and maximising the capability of flying in hours of darkness in both summer and winter.



CRITICAL CARE CARS

Whilst the cars cannot be used to convey a patient to hospital, they can enable the clinicians to take critical care to a seriously sick or injured patient on blue lights, during hours when the helicopter does not operate due to very poor weather or mechanical service. During 2021 these vehicles are due to be replaced and upgraded.



PATIENT LIAISON NURSE

The Charity plans to recruit a Patient Liaison Nurse (PLN) to support improvements in data collection, and to strengthen the connections between the receiving hospitals and the clinical team at Cornwall Air Ambulance. The PLN will work with patients and their families, and bereaved families, to help signpost those affected by their serious illness or trauma to other agencies who can help them move forward.



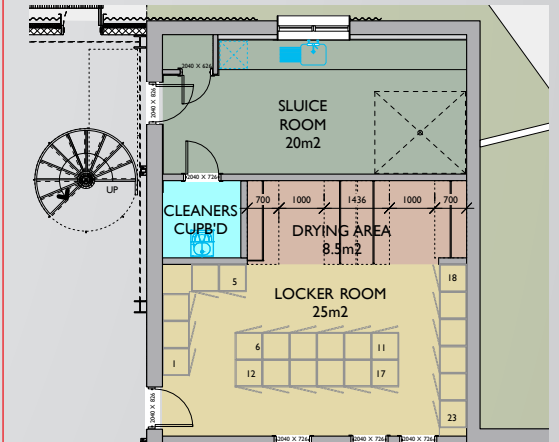
BLOODS ON BOARD

In partnership with Cornwall Blood Bikes and Royal Cornwall Hospital Trust, the Charity is exploring the introduction of carrying blood on board the aircraft for treating individuals with serious haemorrhage and blood loss, providing transfusions at scene.



IMPROVEMENTS TO OPERATIONS HEADQUARTERS

During 2019, the Department of Health & Social Care awarded a grant of £897,900 to construct a new crew building at the eastern end of the existing helicopter hangar. This new development will provide additional and remodelled space for the substantially increased number of pilots, clinicians and engineers based at the airbase as part of the long-term strategy to enhance clinical care and improve operational capabilities.



SERVICE
developments
& **2020**
beyond

Saving Lives

John Larter was watching Countdown one afternoon, when he collapsed on the living room floor.



John Larter was watching Countdown one afternoon, when he collapsed on the living room floor. The 78-year-old had suffered a heart attack. A first responder with South Western Ambulance Service was the first to arrive at the couple's home in Padstow on 25 July. Aware that John was in a critical condition, Cornwall Air Ambulance was tasked. Critical care paramedics Steve Garvey and Thomas Hennessy Jones stabilised John and transferred him to Royal Cornwall Hospital in just eight minutes.

John said, "At the hospital, they told me if I'd come in a few minutes later, I wouldn't be here. If I had gone by road, in the height of summer, I'd never have made it."

“If I'd come in a few minutes later, I wouldn't be here.”



Our Groundcrew* VOLUNTEERS



Cornwall is blessed with many people who have retired from professional careers, and who want to give something back. At year end we had an incredible 266 volunteers who in total donated 42,867 hours which, based on the minimum wage, represents the equivalent of £348,175.



266
volunteers



42,867
hours



£348,175
in wages saved

Volunteers carry out a wide range of duties alongside the paid staff, and in some areas of the business are almost entirely supported by volunteers, including our reception team, some administration activities, and the eBay retail team.

Cornwall Air Ambulance Trust holds an Investors in Volunteers accreditation; we remain committed to developing recruitment initiatives, promoting and enhancing the opportunities and experiences available to volunteers.

“ I firmly believe that this **vital and lifesaving service** must be kept operating for the sake of our communities. I feel immensely **proud and privileged** to be volunteering with CAAT”



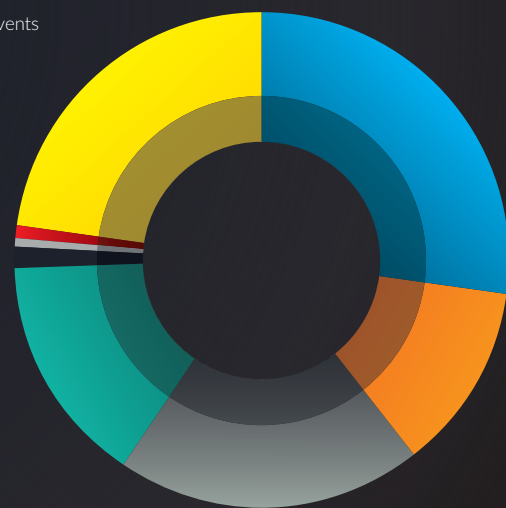
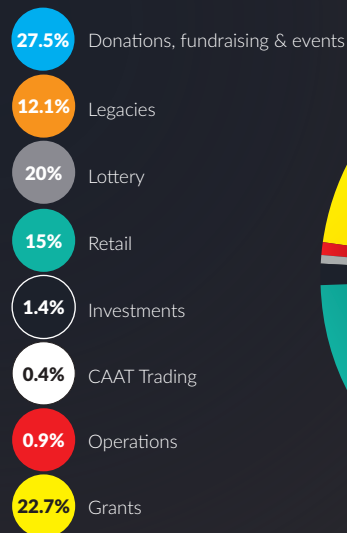
Paul Ford,
CAAT Groundcrew
- Volunteer Speaker

INCOME & EXPENDITURE

2019

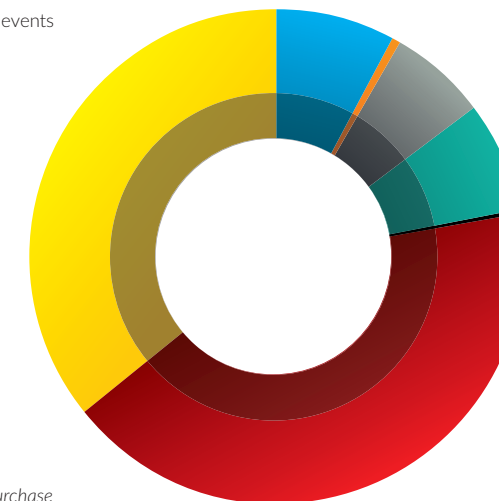
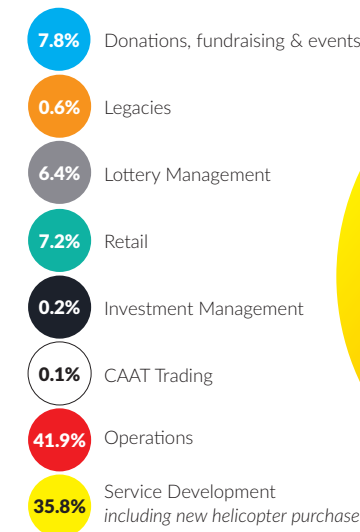
INCOME

In 2019, the Charity achieved a strong financial performance which has delivered a 31% growth in the main income streams of Fundraising, Retail, Legacies and the Lottery. This has been achieved with a 9% reduction in costs for these areas. The New Helicopter Appeal continued to be significant contributor to achieving this income growth, generating over £880,000 together with Trusts and Grants income of over £1.6million.



EXPENDITURE

The charity remains focused on efficient expenditure. To this extent over 77% of our expenditure was used to support aviation and clinical operations, and the acquisition of the new air ambulance. Operational costs were up 23% from 2018 due to the recruitment of additional crew as we move towards extended hours of operation.



The growth represents a return on investment (ROI) of over 4.5:1 which is again an improvement on the 3:1 ROI delivered in 2018.

RESERVES

The reserves policy was reviewed at the July 2019 board meeting having taken account of the risk analysis; primarily financial and operational such as the probability of loss/reduction of income generation, the contractual commitments for the outsourced helicopter services and the need to meet the challenges associated with the procurement of the new helicopter. At the end of 2019, our total reserves including assets were £13.9million, made up as follows:



The resultant free reserves is £3,090,000 representing eight months expenditure in line with Charity Commission guidance. A copy of the 2019 full audited accounts are available upon request, and freely available to download from the Charity Commission website.

OUR thanks TO YOU

It has been an exceptional year. One which the people of Cornwall and beyond rose to the challenge and responded to the New Heli Appeal in the most extraordinary way. A year when the charity supporters continued their dedication to funding the on-going operating cost of saving lives.

We extend our deepest thanks to every individual, business and community group who fundraised for us, took part in events or put a penny in the jar. Including the 266 volunteers who tirelessly gave their time and support across the charity.

Thank you to our Ambassadors Richard Madeley and Judy Finnigan, Paul and Emma Ainsworth, Rob Harris and Josh Curnow. During the year our President Colonel Edward Bolitho was joined by Dr Ed Abrahamson, who accepted the appointment of Vice President.

We also owe huge thanks to the New Heli Appeal Board, and in particular Barbara Sharples in her

role as Appeal Board Chair. A very special thank you also to Dr Karen Dickens for her involvement and personal generosity, and to Alex Polizzi who supported our ventures in fundraising through tourism in 2019.

The charity has gained many new friends and family, and are proud that some of these names feature on the new helicopter.

“It is with immense gratitude and pride that I thank the wonderful people, businesses & communities of Cornwall, the Isles of Scilly and beyond.”

– Barbara Sharples, Trustee & Chair of the New Heli Appeal



Saving Lives

Five-year-old Harry Roberts was excitedly heading towards Trevone Beach on April 11 when he suddenly fell from the cliff 6 metres onto rocks below.



Harry luckily landed on his bodyboard, but sustained a serious head injury.

Several emergency services were called to the scene to help Harry, including Cornwall Air Ambulance. Critical care paramedic Kris Lethbridge said, “Harry had a significant head injury – when you injure yourself like that getting to a hospital quickly is vital; every minute matters. Our main priority was to stabilise him to prevent further deterioration.”

Doctors told the family to prepare for the worst, as they were unsure whether he would survive his injuries. Becky, Harry’s mother, said

“when you injure yourself like that, getting to hospital quickly is vital; every minute matters”



“They asked if we wanted to say goodbye to him. I just kept thinking ‘please live, please come back to us as the same little boy.’”

Harry underwent a four-hour operation, and as since had a titanium plate inserted to reconstruct the damaged part of his skull. Thankfully, one year on Harry has made a full recovery.

“

We are so grateful to have Harry here.

No one knows when they might need
the air ambulance, that is why it
is so important that we support it.

It really does save lives.”

– Father of airlifted patient Harry



Cornwall Air Ambulance Trust

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Registered Charity 1133295

Cornwall 
Air Ambulance
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