

Keeping our patients **connected and communicating.**

The Northampton based hospice Cynthia Spencer, provide palliative care services to patients. Their focus is on providing quality of life and respecting the uniqueness of each person.



Background

Cynthia Spencer Hospice provides specialist palliative care across Northamptonshire, focusing on quality of life and personalised support for patients and families.

With annual running costs of over £2.4 million, the hospice depends on community support—including from businesses like dbfb.

Our relationship began in 2016, after the passing of our Co-Founder and Finance Director, Bill Oliver, who received care there. In his memory, we pledged an initial £5,000 donation - plus £50 for every CityFibre connection through dbfb.

We also installed a CityFibre Ethernet line free of charge, which remained in place from 2016 to 2021 and continues to support their services today.

Challenge

For Cynthia Spencer, patient wellbeing comes first - and that includes helping people stay in touch with loved ones. Whether it's through video calls, messages, or streaming something familiar on a bedside screen, staying connected can ease distress and bring comfort during difficult times.

But that level of digital connection requires strong, reliable connectivity, something many hospices struggle to fund. Cynthia Spencer needed a solution that wouldn't just deliver the speeds they needed but would also avoid placing additional financial strain on the charity.

From powering FaceTime, Skype, and WhatsApp, to running bedside TVs and Netflix apps, connectivity plays a quiet but vital role in helping patients feel closer to home.

£30,000
est. savings

**Better
communication**
for all patients

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Solution

To support the hospice's digital needs without adding financial pressure, dbfb partnered with CityFibre to install a dedicated gigabit Ethernet line. Donated entirely by dbfb from 2016 to 2021, the business-grade connection provided speeds up to 1Gbps, more than enough to support real-time video calls, bedside streaming apps, and multiple connected devices across the site.

Installation was completed with minimal disruption, and the service was fully managed to ensure consistent performance from the outset. Unlike standard broadband, the CityFibre Ethernet connection offered guaranteed speeds, built-in resilience, and 24/7 support, crucial in a care environment where downtime isn't an option.

As the hospice's needs evolved, dbfb continued to support them through a subsidised service renewal. This ensures Cynthia Spencer remains connected through a reliable, future-proof solution that underpins not only patient comfort and communication, but also daily operations.

Key benefits



Reliable connection,
means less disruption



Ultra-fast speeds
and improved communication



£30,000 cost saving,
and enhanced patient care



Stress-free experience
with fully managed service

Results

The donated connectivity has had a lasting and meaningful impact on both patients and staff at Cynthia Spencer Hospice. By enabling strong, uninterrupted access to video calling platforms and streaming services, the line has helped patients stay close to family and maintain a sense of normality and comfort during their stay. This became especially important during the pandemic, when in-person visits were restricted, and digital communication was the only safe option.

Beyond patient care, the service has also brought long-term operational benefits. With guaranteed speeds and high reliability, the team has experienced fewer service issues, less downtime, and greater confidence in their digital tools, all without placing additional pressure on limited budgets.

Overall, the partnership has helped save an estimated £30,000, allowing them to redirect vital funds toward care services. And with continued support from dbfb through a subsidised renewal, the hospice remains equipped with a future-proof connection that quietly powers the everyday moments that matter most.

What they said

"dbfb's donated line made a real difference—especially during the pandemic, enabling safe FaceTime calls when visits weren't possible. Connectivity through bedside TVs and tablets was vital. We're very grateful for their support."

Sarah Bolland

Matron, Cynthia Spencer Hospice Inpatient Unit



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