

InFormation

ST. MICHAEL'S HOSPICE NEWS WINTER 2020



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Chief Executive's Brief

I'd like to wish all of you a happy New Year as we enter the fourth decade of providing services to the great people of Basingstoke and North Hampshire. Since opening our doors in the early nineties, we have helped thousands of local people through very difficult times in their lives.

It is with a great sense of openness, hope and optimism that I write to wish you all the very best for the year ahead. We often talk of refocussing hope here at the Hospice with those we care for, and perhaps we should approach this year in much the same way. There is no getting away from the fact that last year was the biggest challenge in many people's lives and thankfully your Hospice remained focussed on the things that really mattered throughout.

At a time where the demand for palliative and end of life care had never been greater, we played our own part in supporting the wider healthcare system in the fight against Covid-19, and at the same time, were contending with the closure of our charity shops and the cancellation of all regular fundraising events. Mercifully, we had the backing of the fabulous community of North Hampshire who have been resolute in their support which enabled us to continue to provide the care to patients for which St. Michael's is renowned.

The effects of the last twelve months have been profound which have resulted in St. Michael's managing a significant operating deficit in the coming Financial Year. As a charitable Hospice, we must do things differently, from how we deliver our services, collaborate with other service providers, to finding different ways to generate our funds. There is one thing that I can assure you, we remain true to our mission to ensure local people, along with their loved ones, have access to the best possible care at the end of their lives.

Nothing that we do at St. Michael's would be possible without the support that you give us each and every year and I pass on a huge message of thanks from all of the team here. My hope and focus this year, is to see and meet as many of you as possible to thank you in person at one of the special events we have planned.

Iain Cameron

CHIEF EXECUTIVE

Cover image:

Our complementary therapists taking a well deserved break and showing off their donated scrubs.

Director of Patient Services Report

As always in this edition of our newsletter, I would like to start by wishing you all a very happy New Year and take the opportunity to reflect on 2020, and what a year it has been for us all!

Here at the Hospice, Covid 19 has meant us facing long periods of uncertainty and with government guidance changing on a regular basis, staff have had to adapt quickly and modify some areas in their clinical practice.

One of our notable achievements during 2020 include the introduction of virtual yoga sessions, facilitated by one of our physiotherapists which have proved very positive with patients. The sessions have enabled us to maintain contact, been beneficial and stimulating both physically and mentally, and have opened the door to other new opportunities including virtual symptom control sessions.

Our community caseload has increased and again, through new initiatives, we have found different ways to reach out to our community in need of our services. We have been extremely pleased to welcome our Macmillan colleagues

from Hampshire Hospitals to work with us from the Hospice site. Despite many disruptions to their services, our complementary therapists have continued to support many patients and families both in the community and in-patient settings.

One of my highlights of the year must be of us having the privilege of hosting a wedding over the summer months. There was a lot of joy and laughter in the Hospice that day and we were so pleased to be able to share in the happy couple's celebration.

Whilst looking ahead to the challenges we face in 2021, it is important to celebrate the successes of 2020 and thank staff for their contribution and dedication. I enter the New Year with positivity and hope and know, as a team, we will face these challenges together.

Julie Spreadbury

DIRECTOR OF PATIENT SERVICES

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Retail Update



What a year 2020 was!

Who would have thought last January that we would have to lockdown and close our Hospice Shops, not just once but twice.

In my last write up for this newsletter we were celebrating the re-opening of all of our 11 stores so to have to close them all again in November, the biggest month of the year for sales, was very disappointing to say the least.

We are however just one week away (at the time of writing this) from re-opening all shops again following Lockdown 2, and I know all my team are raring to go and cannot wait to get back to their shops.

During Lockdown 2, we kept a small team of retail staff to generate some money for our Hospice. This was done in three ways.

Firstly, we retained staff for eBay and this has been a roaring success. eBay sales were already growing well but with extra helping hands we have had extra sales and will end November on over £7,000 for the month. This takes us to more than £43,000 of eBay sales so far in this financial year, I'm sure you will agree, a fantastic result.

Income stream number two came from furniture. As soon as our Prime Minister said that click and collect business was allowed, we knew we had to have a go at selling our furniture from our Furniture Store this way. So, we quickly pulled together a process and listed our first item of furniture on day 1 of lockdown.

Within 2 hours that first item was sold and the customer came to collect the next day.

This was a promising start and we went on to generate over £3k of click & collect furniture sales in November, a great result.

The third way we generated income whilst we were closed was to sell books, CD's and DVD's online. This is done by scanning the items, boxing them up for collection and then a few days later the money is in the Hospice bank account! Over a £1,000 was generated in November and a total of over £7,500 since April 2020. This is time consuming work but ensures a constant flow of income which is important during these difficult times.

I recognise that 2020 was a very difficult year for both our staff and our wonderful volunteers in retail so I wanted to take this opportunity to thank each and every one of you for your resilience, adaptability, flexibility, your ideas, hard work and the positiveness that you have all shown. You are all amazing and I am looking forward to working with you all in 2021.

Please see our website for the latest news on store openings, we need you now more than ever so please help your Hospice by shopping with us and donating to us. This will help us continue to provide our special kind of care to our patients and their families when they most need us.

With many thanks and best wishes.

Ann Schuster

HEAD OF RETAIL

ann.schuster@stmichaelshospice.org.uk

Visit our **ebay** shop

Find something fresh for this season!

Voluntary Services

Over the past 28 years the St. Michael's Hospice volunteer workforce has been an integral part of the organisation. The hard-work, commitment, and enthusiasm of volunteers in all areas has always underpinned everything we do for our patients and their families.

Therefore, it was with much reluctance and sadness that we took the unprecedented decision to stand-down all our volunteers, due to the enforced closure of our retail stores, the cancellation of our fundraising events and the requirements to reduce all footfall and ensure safety within the main Hospice as a result of COVID; the health and safety of all our staff and volunteers had to be our priority.

Our befriending volunteers in association with Odiham Cottage Hospital continued their essential support for patients by telephone and some of our retail volunteers, gardeners and weekend receptionists were able to return for a short reprieve between lockdown 1 and 2, the majority of our volunteers have been on a long enforced break from their volunteering roles.

However, like a phoenix (or should we say snow goose) rising from the ashes, we are hoping volunteers will start to return and embrace new ways of volunteering.



We're delighted that volunteer chaplain **Dominic Thornton** agreed to join the team as a permanent staff member.

We are delighted to announce the launch of a volunteer-led Compassionate Neighbours scheme, offering existing and new volunteers the opportunity to support patients, families and bereaved relatives in a variety of ways, from driving and picking up prescriptions to being a listening ear and supporting with day to day challenges. Most of these services will be carried out remotely ensuring the safety of everyone.

For further details about becoming a Compassionate Neighbour or to learn more about volunteering opportunities please contact me at the details below:

Tracy Sandle

VOLUNTARY SERVICES MANAGER

tracy.sandle@stmichaelshospice.org.uk
01256 848881

Fundraising Update

2020 certainly was a year like no other with many challenges and uncertainty affecting every aspect of our lives and yet, despite everything that was going on as the country adjusted to a new way of living, YOU, our amazing supporters, were still looking for ways to support and engage with us to bring in much needed funds.

Over the next few pages we are delighted to recognise some of the fundraising activities that have been happening across our community, with our corporate partners and our "virtual" Hospice events. The Hospice needs your help more than ever now and we are extremely privileged to have such wonderful support. On behalf of everyone here at the Hospice, our patients, their families and carers thank you so much for all you do for us, we simply could not

continue to provide the care and support we do without you.

Finally, please remember that this is YOUR fundraising team and we are here to assist and support you in whatever way we can. We love getting involved so if you have an event happening or have had a fundraising activity that you wish to share with us, please contact one of the team and let us know – you never know, you could be staring in the next edition of our magazine!

Jackie Ridge

HEAD OF FUNDRAISING

jackie.ridge@st.michaelshospice.org.uk



Runners supporting the Beaufort Financial socially-distanced charity 10K run

Accumulator Challenge

2020 saw five amazing teams taking part in our Accumulator Challenge! A range of virtual fundraising events and initiatives have been held by our teams including quizzes, eco balloon races, upcycling items, bingo nights and many more.

A huge congratulations to all the teams involved. Their hard work and support was greatly appreciated and resulted in them collectively raising over **£3,100** which is fantastic! We are pleased to announce that the winners of the Flight Sergeant Irwin Special Recognition Award were The High Rollers.

Light up a Life

We were unfortunately unable to hold our service this year, however we know how special this event is to both our staff, volunteers and supporters. Therefore, many sat down on what would have been the evening of our event to watch our very special Film of Remembrance, featuring music from the fantastic Ooh Mama Ladies Choir. We are pleased to say that over 900 stars were dedicated to loved ones over the festive season raising a record breaking sum **£37,200** which is astonishing!

Thank you so much to everyone who has donated, sponsored, and taken part in one of our appeals, Golf Days or virtual events this year. Your ongoing support, kindness, and generosity during these difficult times has been truly humbling.



Supporting generations to come



1st - 12th
March
2021

During Make a Will Fortnight participating local solicitors will waive their fee for having a standard Will written or updated in return for you making a donation to St. Michael's Hospice.

For more information and to view a list of participating solicitors, visit: www.stmichaelsospice.org.uk

Community Spirit

We cannot tell you how much we appreciate all the wonderful support we have received over the past few months from our local community.

It has been a really tough year and the kind actions of everyone around North Hampshire and beyond has made such a big difference to everyone at the Hospice.

Despite the current circumstances, our community have still been as incredible as ever fundraising when and where they can, as safely as possible. **Here are a handful of ways our supporters have been fundraising:**

Wing Walkers



A huge well done and congratulations to our four fantastic supporters who braved their fears and completed our very first Wing Walk in Compton Abbas back in September! Thank you so much to Jackie McGee, Mike Roe, Lisa Woolnough and Gary Caswell for your amazing fundraising efforts, helping to raise over **£4,924** for the Hospice.

For information on how you can support St. Michael's Hospice, please contact **Daisy Mitchell**, Senior Fundraising Manager, at daisy.mitchell@stmichaels hospice.org.uk or 01256 848853

Isla



Thank you to Isla, aged 11 who got her creative hat on and made some beautiful bookmarks and Christmas decorations! Isla sold these to family and friends and raised **£65** for St. Michael's.

Thank you so much to Gary Clinch who over the past year has raised the incredible sum of **£4,420** while Captain at Bishopswood Golf Club. An amazing amount to have raised for our patients and their families!

A big thank you to Maddi, Imy, Hannah & Emma who held their virtual event 'Light up your Lockdown' and raised **£1,257** for our Hospice with a magical raffle!

Josh Owens



Josh Owens made the jump and completed his Skydive in support of the Hospice earlier in the year. A huge congratulations to Josh and a big thank you for raising **£1,212!**

David Smith and Mike Webb put their walking boots to great use in September by completing a Marathon walk around Basingstoke! Thank you so much to them both for putting in the miles to fundraise for the Hospice. In total **£4,000** (including Gift Aid) was raised and split between St. Michael's Hospice (North Hampshire) and St. Michael's Hospice in Hereford!

Basingstoke Camera Club



Basingstoke Camera Club have been kind supporters of the Hospice for a number of years and we were delighted to receive another generous donation of **£2,000** from their Open Exhibition this year, thank you all.

Well done to **Laura Williams and Louise Frost** who completed the **Virtual London Marathon in October**. Although not the race they had initially planned for with the big event being cancelled, they both completed the virtual event with amazing times! Thank you to them for their support and fundraising.

Thank you so much to the staff and customers at The Bolton Arms in Old Basing for their brilliant support with their weekly quizzes. Their donation of **£1,000** will make a big difference to the Hospice.

Jean Lynn



One of our fabulous volunteers, Jean Lynn has been busy during the past few months knitting lovely dolls for family and friends. Jean has managed to raise over **£1,000** with the sale of the dolls, amazing!

Thank you!

Thank you so much to **Storck** for putting a big smile on everyone's faces with their continued monthly donation of sweet treats for our patients and their families.

As well as this, we have been lucky enough to receive a donation of **£500**, thank you Storck!

Newbury Building Society



Newbury Building Society in Basingstoke have been fantastic supporters of the Hospice over the past four years. A big thank you to all the team for the continued support and for your Hospice Saturday's, we love seeing you all proudly wearing your St. Michael's Hospice t-shirts.

Thank you to all our corporate supporters and their staff for their fundraising, donations of gifts and project work. **Without the support of the local business community we simply could not continue to offer our services to patients and families in the area at a time when they are most needed.**

Tony Green Plumbing & Heating

Tony Green Plumbing & Heating have been busy servicing many boilers this year. With every boiler they service, they donate £5 to the Hospice and we are overwhelmed to confirm that since 2013 they have raised **£5,005** through this service, an incredible sum!

Basingstoke Skip Hire



Thank you so much to **Basingstoke Skip Hire** for their generous donation of **£1,250** to the Hospice, your support makes a big difference!

Our Christmas tree, donated by Asset Advantage



Our beautiful outdoor Christmas tree was donated by **Asset Advantage**. Driving in to the Hospice car park and seeing the magical tree certainly put a smile on everyone's faces. Thank you so much Asset Advantage for adding some much needed Christmas magic to our outdoor space once again, although the Fundraising Team certainly didn't decorate it as well as Asset Advantage in previous years!

A big thank you to all the wonderful staff at **UNUM** in Basingstoke, who have been supporting us in so many ways throughout the pandemic. They have had teams take part in our Let's Get Virtual Event, Hospice Heroes Walk, Accumulator Challenge, volunteered to help at our SMH Golf Day as well as taking part, and, provided a generous donation to help with our running costs.

Sainsbury's, Alton

Each year we are thoroughly spoilt by **Sainsbury's in Alton** who over the Christmas period provide food for our patients, their families and staff here at the Hospice. Thank you for this special gift which makes all the difference over Christmas.

Trade Partners

We continue to receive fabulous support from the following companies:

Tony Green Plumbing & Heating

- a £5 donation to St. Michael's Hospice for all boiler services.
(Contact 01256 472600 / 07989 920108)

"FREE" Drains Services Ltd.

- providing emergency drainage work at the Hospice grounds free of charge including annual maintenance checks.
(Contact Alex on 07973 298781)

John Stacey & Son

- provide skip hire, delivery & collection all free of charge to St. Michael's Hospice.
(Contact 0118 981 3531)

Sarah Gaunt Photography

- providing photography for the Hospice throughout the year. (Contact Sarah on 07931 900834)

Lawn Science

- a £20 donation to St. Michael's Hospice for every successful referral. (Contact 01256 213000)

DJ Landscapes & Property Maintenance

- providing raffle prizes and a donation at the completion of each job they undertake.
(Contact Jordan at info@djlandscapes.co.uk)

While we are grateful to our partners for donating a share of their earnings, we are unable to endorse their professional services.

For information on how you can support St. Michael's Hospice, please contact **Daisy Mitchell**, Senior Fundraising Manager, at daisy.mitchell@stmichaels Hospice.org.uk or 01256 848853



Spotlight on...

Dr Jemma Storrar
Medical Director

We recently caught up with Dr Jemma Storrar. Jemma joined the Hospice in 2017 and in July this year she became our Medical Director.

You are the Hospice's Medical Director. Can you tell us a bit about what that involves?

Day to day I am 'doctoring', looking after patients on the inpatient unit and in the community. In the medical director role I work very closely with Iain the CEO and the rest of the senior leadership team providing clinical context to the decision making process and ultimately to the strategic direction of the Hospice.

How did you come to work in palliative care?

My journey to becoming a palliative medicine consultant and ultimately working at St. Michael's Hospice started many years ago at medical school following the death of my father.



Jemma and her father

That experience had a huge influence over my career choices; my personal understanding of good end of life care has pushed me towards working with teams that are equipped with the knowledge and expertise to provide high quality end of life care to all, and that is exactly what St. Michael's strive to achieve day in and day out.

One of the best things about working in palliative medicine and in a hospice is that I get to work with professionals in almost every specialty within medicine, each day is different and I wouldn't swap it for anything else.

In what ways is working in the Hospice different to how you imagined it back when you first started medicine?

I shared the misconceptions that the majority of the population have about hospices; I thought hospices would be a dark, sad and solemn place to work, I couldn't have been more wrong. It's such a warm environment filled with as many laughs as there are tears.

Did you learn about coping with pandemics specifically in medical school or is it no different to dealing with any other infectious disease outbreak?

No, not at all, this has been totally unprecedented. We have all been learning as we go but there has been incredible collaboration along the way which has been very special to be part of as an individual and as an organisation.

In what ways did the Hospice have to adapt during the first wave of Covid?

Broadly speaking we support patients and their families in two settings, the inpatient unit and the community.

On the inpatient unit there have been lots of practical considerations and changes but most significantly we got ourselves ready to double our bed capacity due to the national concern about bed availability. We did care for a few COVID positive patients but thankfully locally we did not have a shortage of beds.

The community palliative care services provided by the Hospital and St. Michael's were centralised via a 'Hub' that operated from within the Hospice. Although the teams have always worked very closely together it was the first time they were united in this way, it allowed us to react and respond to optimise patient care as the situation was unfolding. This model has been so successful that this has been adopted on a permanent basis.

There has been some fine-tuning to do to prepare for a next wave but the main thing we have learned is that we have to be ready to adapt and evolve with the ever-changing circumstances.



What sort of links does the Hospice have with other healthcare organisations locally?

We participate in the Hampshire Together programme, uniting all the healthcare systems across Hampshire. We have particularly strong links with Hampshire Hospitals, our next door neighbours. This has never been more important than during the COVID pandemic, everything the Hospital has had access to they have extended to our patients and staff which has been a very different experience when compared to others hospices around the country.

What does your family look like? Any budding doctors in the family?

My husband is a doctor, we met when we both worked in Winchester Hospital over 10 years ago. We have 3 boys Freddie (6), Hugo (4) and Charlie (20 months), at the moment they are all more interested in being firemen, the last time I asked Hugo what he wanted to be when he grows up he said he wanted to be a ladybird!

With work and family, do you have time for hobbies.

I love going to the theatre to watch a musical, I have seen Les Miserables countless times. More recently I have fallen in love with Hamilton and I can't wait to see it when the theatres reopen.



An Inspiration

Stephen Butler | Aged 48

My husband, dear Daddy, loving family member and friend.

Tuesday 9th July 2019 will be a day that we will never forget, Steve rang me to say he was in a lot of pain which was quite normal as he had a lot of medical conditions but I knew something was wrong.

We went to the hospital and left there at 2 in the morning, they ruled out kidney and gall stones. We were asked to go back the next day to have an ultra sound and that is where our journey began.

Over the following weeks Steve had numerous tests, bloods, CT scan, MRI scan, liver biopsy and colonoscopy, every visit to see the consultants the news just got worse, it was heartbreaking.

Friday 9th August we were told he had terminal cancer he was offered chemo to help prolong his life but this was very short lived as the side effects were too much for him to bear.

He made the hardest decision to withdraw from treatment to then try and have some fun and quality time with us. We got to go to The Vyne Show and spent a few days in Weymouth which as a family was our favourite place. We had many wonderful memories of holidays there over the years.

We then had the hardest decision any parent should have to deal with in telling our beautiful son Sammy that his Daddy was dying, he was, and still is, the most amazing child and is my rock.

Again all this was short lived. Steve deteriorated so fast, we were now having the wonderful care from the Hospice. Tuesday 8th October a doctor and our nurse Paul from the Hospice decided to fit Steve with a syringe driver hoping this could be removed at a later date.

Day by day Steve deteriorated. We had 2 weeks of him pottering around the house and each day we had the palliative care team coming out. They were wonderful, just giving us all as a family so much care and love.

Sammy loved them all and drew a picture of a dinosaur nurse which now has pride of place on the wall in their office.

Steve then took to his bed. His last film was the Queen movie. I always say we are the champions.

Each day over the next 2 weeks it was hard, I knew we didn't have long. I nursed him for hours, Sammy tried his hardest to see Daddy



Our last family holiday



At The Vyne

but found it really hard to cope with. Whatever Steve wanted we got for him. We had lots of visitors which was lovely and very comforting.

Monday 4th November, after spending 2 weeks in bed, our dear Steve found the strength to walk down his home stairs for the last time. He was admitted into the Hospice and the team were amazing.

We were told the next day that we didn't have long, that afternoon Steve went to bed and this was the last time he woke up. We had lots of family and friends visiting, it was so hard seeing him like this but the wonderful team reassured us that he was not suffering.

Wednesday 6th November at 10.56am Steve passed away surrounded by so much love and care, our true hero.

In the time we were at the Hospice we spent a lot of time in the small conservatory and right outside was a beautiful vibrant red tree called an Acer Firecracker. We all found so much comfort from it, it was so warm and vibrant we have now named this tree Steve's tree.

The Hospice team are truly amazing people and shine so brightly in our hearts.

I have now made a big decision. I got made redundant by choice after 31 years. I want to become a volunteer at the Hospice and be able to give other people that are going through so much heartache like we did hope, love and to try and show them there is life to live.

I have been so lucky to have had the support over the last few months from a wonderful lady called Chris, a counsellor at the Hospice, who gave me so much support and helped me to smile again and realise there is life to live and carry on.

On Steve's first anniversary we had his name put on the memory tree at the Hospice, he is now shining bright there and we will always be truly grateful to the Hospice team in all that they did for us as a family and for Steve.

With love,

Sarah and all the family xxxx





FARLEIGH WALLOP

Woodland Walk

Join us on either our **5 mile** or **10 mile** walk through the grounds of the prestigious Farleigh Wallop Estate.

DATE: TBC

Farleigh Wallop Estate, Home Farm Barn, Farleigh Wallop, Basingstoke, RG25 2HX
By kind invitation of Viscount Lymington.

For more information please visit:
stmichaelshospice.org.uk



ENTRY FEE:

Adult: £15.00 | Child: £8.00

Family: £34.00 (2 adults + 2 children) Dogs are welcome!

Limited places available.

Please be aware areas of the routes are unsuitable for wheelchairs and pushchairs. Please see our terms and conditions for more information.