

InFormation

ST. MICHAEL'S HOSPICE NEWS SPRING 2021



Volunteers 04

Community 07

Wedding 13-14





Chief Executive's Brief

Welcome to the Spring edition of your Hospice newsletter and I'd like to start by extending my very best wishes to you. The Covid-19 pandemic has affected us all so much in the last year, and those effects have been very different for each of us, but as the world opens up again we must move forward together, to overcome the great challenges that still remain.

In the next year, it will cost over £5.5m to keep hospice services running and due to a significant downturn in income along with many ongoing restrictions, we face a deficit in our running costs of over half a million pounds. We cannot, and most importantly will not, stop what we have always set out to do; be there for this community at times when people need us most. We have been privileged to serve the community for over 25 years and have benefitted hugely from your support. Right now more than ever, we need you. Our Hospice shops are reopening and we have a tentative calendar of events planned. I hope you will all join our efforts to keep the vital funding coming in which is the life blood of our care.

Our priority is to build back better than ever and increase our reach to more and more local people. We have already been fortunate to have secured funding from the very generous Trustees at The Linbury Trust, part of the Sainsbury's family, who have agreed to invest in our Hospice at Home service to increase the number of

people we see in their own home. As restrictions ease further, we aim to launch a brand-new Day Hospice provision through a range of outpatient activities aimed at helping people live well with their conditions. As we continue to seek to improve and enhance our services, we are looking for people to join Hospice 'User Groups' to gain feedback and explore new ways of working and engaging. If you would be interested in taking part, please contact Chris Bagan in our Family Support Team at chris.bagan@stmichaelsospice.org.uk.

Whichever way you support us, we are always so grateful. We are very much built by this community and this is why I know we will remain a beacon of hope and refuge for thousands of people in the North Hampshire area this year and for many years to come.

Iain Cameron

CHIEF EXECUTIVE

Cover image:

Members of the fundraising team with Sunflowers for this year's appeal



On March 23rd, the National Day of Reflection, the Hospice joined the nation in remembering all those who had lost their lives in this pandemic and all those who are grieving.

Contents

Hospice

- 03 Medical Director's report
- 05 Voluntary Services
- 11-12 Spotlight: Val Dowd
- 13-14 Inspiration: Wedding

Corporate

- 09-10 News of Company Support

Events

- 06 Fundraising Update
- 06 Sunflower Appeal 2021
- Back cover Events Calendar

Community

- 04 Retail News
- 07-08 Community Spirit

Medical Director's Report



I need to start by saying an enormous thank you to the incredible staff at St. Michael's Hospice; the last few months have tested us all personally and professionally like no other time before.

We have cared for COVID-19 positive patients on the inpatient unit and in the community and, despite the known risks, every single staff member, from housekeeper through to registered nurse, has gone above and beyond, put patient care first and even in the darkest of times done this with a smile on their face.

As the number of COVID-19 cases reduces we have the opportunity to start to think about our recovery and look to the future.

One of the positive outcomes of the pandemic is the closer working relationships we have developed with wider clinical teams and other health care providers. The uniting of the North Hampshire Palliative Care community teams under the roof of St. Michael's has allowed us to develop a 24/7 triage hub. This central point of access has daily input from Hospice at Home nurses, doctors, MacMillan nurses, physiotherapists, occupational therapists and social workers. It has transformed the way that patients, carers and health care professionals access palliative and end-of-life care. Most importantly through new efficiencies we are able to increase our reach within the community.

We are very grateful to the Linbury Trust for the grant they made to Hospice at Home. At St. Michael's we want to attract the stars of the future to work within our service and this money has allowed us to develop a Clinical Nurse Specialist training post. The successful applicant will complete an intense three year clinical and academic training programme, gaining experience from all parts of the palliative care service, and at the end of it will have the attributes required to become a clinical nurse specialist. We believe this unique opportunity will increase the knowledge base and widen the skill set within our team which will ultimately allow us to maximise patient care in the community.

Whilst the challenges of COVID are not over, I believe we are stronger and wiser and I am excited to see to how our services continue to flourish in the months ahead.

Jemma Storrar

MEDICAL DIRECTOR
jemma.storrar@stmichaelsospice.org.uk

Retail News



In my last update we were looking forward to re-opening in December 2020 after the November lockdown.

This was unfortunately short-lived as we had to close all our shops for the third time on Christmas Eve. However we continued our eBay sales and click and collect on furniture and achieved an income of over £20,000 during this time.

Whilst we were pleased with this, it is far lower than the income we would have made for our Hospice if all our shops had been open and we are so pleased to again be welcoming our lovely customers.

We know many of you are keen to donate items you have collected over lockdown. Our shops will continue to accept small donations, maximum 2 regular carrier bags, on Tuesdays and Thursdays. For larger donations our Donation Centre on Onslow Close, Basingstoke, RG24 8QL is open 9 am to 12 noon, Monday to Friday.

For further information about donations including items that we are unable to accept, please visit our website where you will also find information about store opening times and donating to our Furniture Store.

To keep you safe in our shops we will continue to self-distance, wear masks and provide sanitiser for everyone. We hope to see you in our shops soon; our retail sales are very important to provide much needed income to care for our patients and their families.

Thank you for your continued support

Ann Schuster

HEAD OF RETAIL
ann.schuster@stmichaelsospice.org.uk

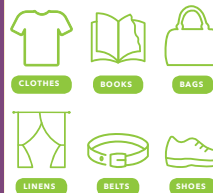
Donation Tips!

Please help us to reduce the cost of disposing of items that can't be recycled by using our handy guide...



WE CAN RECYCLE...

Clean...



WE CAN'T RECYCLE...

Broken items, large items in poor condition and items without the appropriate CE safety labels.



*We can't sell underwear unless they're brand new with tags.



To find out more about donating, please visit stmichaelsospice.org.uk

Voluntary Services

Hospice launches exciting new Compassionate Neighbours scheme

Voluntary Services have launched a Compassionate Neighbours Scheme for existing and new volunteers. It gives you 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 the day-to-day challenges they have.

The aim is to help relatives, carers and patients living with a life-limiting, serious or long-term illness, as well as the frail, elderly and anyone who is lonely or socially isolated. The service is designed to increase support within our community for people known to the Hospice, this can be either as an inpatient or Hospice at Home patient or anyone who has access to our outpatient services.

Your volunteering can be adhoc or on a weekly or fortnightly basis and it offers three types of support:

PRACTICAL – picking up prescriptions, supplies, shopping, driving patients or relatives to appointments etc.

EMOTIONAL – offering listening support for relatives and patients

SOCIAL – supporting patients on special occasions, Day Hospice, befriending, shopping

Volunteering as a Compassionate Neighbour, you will be subject to a DBS check and will have access to free training and guidance within your role – as well as support from your team of fellow volunteers. This is a rewarding role, helping local people and being part of St. Michael's Hospice.

For further details about becoming a Compassionate Neighbour or to learn more about Volunteering opportunities please contact me using the details at the bottom of the page.

The welcome return of volunteers

With the government slowly lifting pandemic restrictions we can begin the return of volunteers within the Hospice, fundraising and our retail shops. Over the last few weeks we have been delighted to welcome back our gardening volunteer team, who are busy getting the gardens ready for the spring and summer, and our fantastic retail volunteers. At the time of writing, we eagerly look forward to the return of our maintenance, admin and kitchen volunteers. In all areas volunteers will return over the next few months and Voluntary Services will keep in contact with you.

We have missed all our volunteers and cannot wait to have everyone return.

With our first outside fundraising event of the year in June, the Farleigh Wallop Woodland Walk,

it will be great to have the return of our fundraising volunteers.

If you know anyone that would like to help us and become a fundraising volunteer, to help at our events, collections and challenges please contact me. This is very adhoc and you will meet people and have fun! Please be assured we are always Covid-19 compliant and keeping our volunteers safe is paramount.

If you would like a sheet with all the upcoming fundraising activities where we need volunteers, please email volunteer@stmichaelsospice.org.uk

Tracy Sandle

VOLUNTARY SERVICES MANAGER
tracy.sandle@stmichaelsospice.org.uk

Fundraising Update

As I write this, I find it hard to believe that we are now in the Spring of 2021 but I am delighted to let you know that the Hospice fundraising team are full of hope and optimism as the country starts to emerge from this last year. We cannot wait to get back to being able to meet up with our supporters again, be that at our Hospice events or as part of the fundraising activities that our many wonderful supporters organise on our behalf.

Everyone here at the Hospice has been truly amazed and very grateful that, despite everything that was going on as the country adjusted to a new way of living during the last 12 months, 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 all 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 starring in our next edition of our magazine!

With warm regards,

Jackie Ridge

HEAD OF FUNDRAISING

jackie.ridge@stmichaelsospice.org.uk

annual sunflower appeal

Be part of something special...

Dedicate your sunflower by visiting:
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.



Thank you to **Brighton Hill Community School** for fundraising in support of the Hospice and raising **£305!**

Denise Hill has committed to drawing every day and is already four months through! Her drawings are beautiful and to date she has raised over **£335** being split between the Hospice and Basingstoke Food Bank, thank you Denise.

Carol Day has been keeping busy by making masks with all her sales going towards the Hospice. Carol's masks raised **£3,000** for the Hospice, a truly amazing sum which will make a big difference to St. Michael's. We hope everyone who purchased one of the 600 masks is proudly wearing it!

Tad Filip



A big thank you to Tad Filip for braving the shave and taking off his beard in support of St. Michael's Hospice! We think Tad looks great and we are delighted to confirm he raised over **£535**.

Lee Hannington supported St. Michael's Hospice whilst Senior Captain at Sherfield Oaks Golf Club. We are delighted to confirm Lee and all the members raised **£4,000** for our patients and their families.

Rachel Ruane held three Mother's Day Pilates classes in March to fundraise for the Hospice in memory of her friend. Thank you to Rachel and everyone who took part in the classes, who helped to raise over **£1,065** for the Hospice, a wonderful sum.

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

London Marathon



Many thanks to all of you who put your names forward to be in the ballot for our London Marathon place this year. Francesca Skillett was the lucky winner this time round and we wish her lots of luck with her training. Francesca will be joining Laura Williams and Louise Frost, who both had places for us in last year's event, and Dr Anna Wilkinson who is running the virtual London Marathon for us. Thank you for taking on this huge challenge and we look forward to cheering you all on!

Thank you to **Neville Bacon** who has been fundraising for two years whilst Captain at Basingstoke Golf Club. We are so grateful for Neville's brilliant support and the generosity of all the Club members. They raised over **£13,024**, a magnificent sum which will have a huge impact on the services we provide.

Harry Grainger completed a 50 mile running challenge in January in memory of three of his dear friends. Harry completed the challenge and managed to raise **£1,945** for the Hospice. Congratulations Harry and thank you!

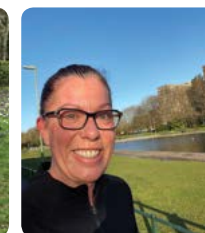
Get Moving in March



Thank you so much to all our participants who took part in our Get Moving in March Campaign last month. It was great to hear about everyone working on their movement targets, from 10,000 steps a day, to completing three online work outs a week, to completing the Couch to 5K!

It was fantastic to be joined by Farah Fonseca of Fonseca Fitness each Thursday for a live workout class via Zoom. Farah got everyone shaking off the cobwebs and kept spirits high with her enthusiasm and encouragement.

Thank you so much to Farah for getting everyone moving and very sweaty.



Thank you!

Thank you to all our corporate supporters and their staff for their fundraising, donations of gifts and project work. **Without the help 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.**



A big thank you to **Michael Usher Mortgages** for their regular donations to St. Michael's Hospice, their monthly contributions make a big difference to the services we provide across North Hampshire. Since March 2019, Michael Usher Mortgages has donated **£5,000**, an incredible sum.



We are very fortunate to have three superb sponsors already for our Big Wheel events. A big thank you to FAAC, Field & Field and Revolution Vehicles for their kindness and generosity. We are so excited to have these three companies on board supporting our event and we can't wait for the cycling to begin!



Thank you so much to the following local Solicitors for being part of our 2021 Make a Will Fortnight.

Clarke and Son | **Wills Chandler Phillips Solicitors** | **Lamb Brooks**

We are so grateful for your wonderful support and for all the supporters who made appointments and donated to support St. Michael's Hospice. Since we started this campaign in 2011, Make a Will fortnight has raised over **£63,000** for our Hospice and we are still totalling up this year's income.

Thank you to **Simmons & Sons** for their donation of **£250** to St. Michael's, we are very grateful for their support.



UNUM have been doing all different sorts of virtual events to continue their fundraising for us, thank you all so much.

Thank you to **Howdens Joinery Hook** for their donation of **£250** to St. Michael's Hospice.



Newbury Building Society in Basingstoke are fantastic long term supporters of the Hospice, and we were very grateful to receive a donation of **£127** from them recently.

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@stmichaelsospice.org.uk or **01256 848853**



Spotlight on...

Val Dowd Occupational Therapist

We would like to introduce Val Dowd to you. Val has been a part of our therapy team for five years now but she has been an Occupational Therapist for 32 years!

Tell us more about what being an Occupational Therapist at St. Michael's means.

The role gives me an opportunity to use all the skills I have gained throughout my career including different areas of adult mental and physical health and most recently for the Wheelchairs Service, where I assessed and prescribed equipment for mobility, posture and seating. All these skills are needed working with our patients at St. Michael's. I am also able to use my own personal understanding of how challenging life can be with a family member whose health is deteriorating.

What brought you to palliative care?

I fell into working in palliative care because of my own experiences of hospice services through my daughter who was under Naomi House Children's Hospice for most of her 14 years. They gave us great support over her life and especially as she became less well, as a step-down after some hospital admissions and eventually with end of life care. They, like St Michael's, offer support to

the whole family as well as their patients, and were a real positive aspect for us during a time when everything was so difficult.

How do patients get to see you?

We are based in the Hospice and provide specialist services to people on our inpatient unit (IPU), in outpatient clinics and in their own homes.

IPU – On the IPU we provide support, advice and equipment to patients who might need help as they become less well, particularly with transfers and mobility, or being assessed for hoisting.

We do home assessments to plan for patients' discharge and provide equipment and advice to help them cope better. Once they are home we continue to support them and follow up as their condition changes.

Outpatient clinics – We assess new patients with their relatives and give information about managing symptoms or suggest how to do activities of daily living in a different way.

We can loan equipment to be taken home with them. Sadly these clinics had to stop during the pandemic.

Group sessions – These used to be held at the Hospice, but since the pandemic we have adapted to doing these online. Groupwork means we can reach several people at the same time and the sessions are very social, people enjoy meeting



Jo, Prue and Val leading breathlessness activities during a therapy outpatient session.



Val, Caroline, Helen and Jean

each other as well as us. Since lockdown, myself and Jo, one of our physios, have held symptom management group sessions giving information and advice about fatigue, breathlessness, mobility, falls, anxiety, mindfulness and relaxation. Jo also runs seated yoga sessions by Zoom.

Community patients – Make up our largest caseload. We see people who are having difficulty with everyday activities at home due to deterioration in their health. We assess mobility and transfers, toileting, bathing, and how they are looking after themselves, providing advice where necessary or equipment. Equipment could be large items such as a profiling bed or tilt in space wheelchair, or small items like a raised toilet seat or bath board. We have a great relationship with the Hampshire County Council Equipment Service and OT Technician service who will fit grab rails or ramps in people's homes at our request.

Who else makes up the team?

As OTs we really enjoy working so closely with our physio colleagues and between us we help treat the whole picture of an individual's physical and practical daily routine. There are seven members of the St. Michael's Therapy team including three OTs, three physio's and one therapy assistant.

What would you like people to know about your job?

One of the most challenging parts of our role is to help patients to face changes in their condition which have either already happened, or might happen next, which often involves some very difficult conversations. For example giving support to someone who may be having to accept they must live only in the downstairs of their house, if they can no longer use the stairs safely. These are huge decisions, and it is a real privilege to get to know people well enough to be trusted to help them adapt to these changes for themselves or their loved ones. It is such a rewarding role and I am proud to work in our therapy team.

While many of us used the first lockdown to recharge our batteries, Val instead decided to write a book! A Bittersweet Symphony of Life tells the story of parenting Catherine and was published this year. It is now on the reading list in Bournemouth and Surrey Uni's for student nurses in Child Health, Neonatal Nursing and Maternity! Well done Val, that's incredible.



Inspiration: Wedding of Joanne & Harry

Last month we were very privileged to host a wedding reception for Joanne and Harry at the Hospice.

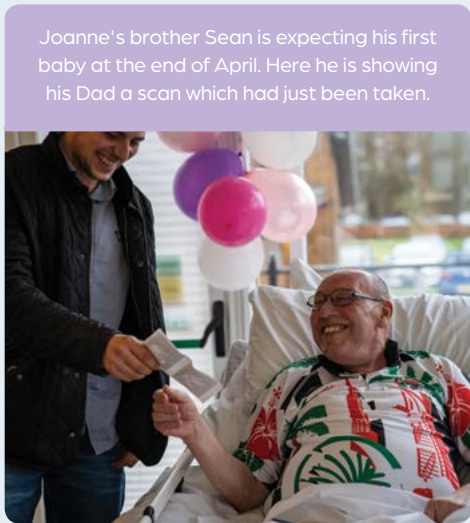
It was a beautiful day and the hospice gardens were filled with the sounds of joy as children played outside. Joanne's Dad, Colin, is a hospice patient and Joanne told us that the whole experience was a golden moment and that the family was immensely grateful and lucky for those.

The wedding invitation carried quotes from Harry Potter which were perfect for the occasion.

"Seems silly, doesn't it? A wedding. Given everything that's going on." Ginny Weasley.

"Maybe that's the best reason to have it. Because of everything that's going on." Harry Potter.

Everyone at the Hospice thanks Joanne and Harry for allowing us to be a part of their special day. We hope you all enjoy these beautiful photos and join us in wishing the happy couple a long and happy life together.



Joanne's brother Sean is expecting his first baby at the end of April. Here he is showing his Dad a scan which had just been taken.



Colin was sure to wear his loudest shirt for the occasion, typical Dad Joanne said.



GINNY WEASELY
*Seems silly, doesn't it? A wedding.
Given everything that's going on!*

HARRY POTTER
*Maybe that's the reason to have it.
Because of everything that's going on.*

Joanne and Harry with their children Stanley and Phoebe



St. Michael's Hospice Calendar of Events 2021



March - August



**Big Wheel
Your Way**

6th June



**Virtual Sunflower
Celebration**

13th June



**Farleigh Wallop
Woodland Walk**

18th July




Big Wheel

14th August




**Moonlight
Walk**

10th September



SMH Golf Day

26th September




**Sunrise
Walk**

6th September -
6th December



**Accumulator
Challenge**

5th December



Light up a Life

19th December



Reindeer Run