

Autumn 2021



Connected

St. Michael's Hospice Newsletter



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Events are back!
See more images from the
Farleigh Wallop Woodland Walk
and Moonlight Walk on page 8

>Welcome



Welcome to our Autumn newsletter, Connected, which brings you all the latest news and events from your local Hospice. We hope the new name reflects the strong bond we feel exists between patients and their families, the staff who work for the Hospice, and the supporters without whom the Hospice wouldn't be here. As the world opens up more, everyone here at St. Michael's is focussed on strengthening that bond and continuing to improve and increase our services, albeit, in a very new and challenging operating environment.

Like most providers of healthcare at the current time, we are faced with a difficulty in recruiting qualified nurses and this not only puts pressure on our services, but our existing team of dedicated staff. If you are, or know, a registered nurse who might be interested in a career in Palliative Care, please ask them to get in contact to arrange a look around and a chat with a member of our nursing team. You'll be surprised at how rewarding it is to join our work. As we strive to enhance our services, we are forging ever-stronger links with colleagues at Hampshire Hospitals, fulfilling our important role in the healthcare system and improving patient journeys and support for families.

Finally I'd like to thank everyone for their continued support of the Hospice, without you, we would not exist. It's fantastic to

have our retail stores open again serving the local community and I know they provide much more than just a place to shop. The attendance of so many supporters on August 14th at the Moonlight Walk in Festival Place demonstrates the phenomenal backing we are so fortunate to have. I know there are many different reasons you choose to support St. Michael's and I find your energy and dedication to our cause truly humbling.

However you support us, it is always very much appreciated.

Iain Cameron

Chief Executive



Update from Dr. Jemma Storrar

The highlight over the last few months has been the appointment of a Bereavement Lead resulting in the relaunch of our bereavement services. I'm delighted to report this includes specialist bereavement counselling, monthly bereavement evenings and monthly coffee mornings. The bereavement section of our website has been updated and there is a wealth of resources for families and individuals. If you know anyone who would benefit from our support, please encourage them to contact the team.

Recruitment has been the focus for the clinical teams over the last few months. We are looking at new ways of attracting clinical staff and we have just held two successful open days for registered health care professionals. One of the new initiatives includes changing the staffing model in the community team with the introduction of health care support workers, this new skill mix will allow us to support more people to remain in their own homes. The community team has also been strengthened by the addition of a community hub co-ordinator and the appointment to our Clinical Nurse Specialist development programme.

In October we had two full time registered nurses starting our newly developed 'Foundations in Palliative Care Programme', this is a year's secondment opportunity for registered nurses from hospitals.

We believe opportunities like this help to raise the profile of palliative and end of life care which in turn ultimately improves care for patients in our local community.

We are continually looking at how we can develop our clinical services and to be as effective as possible in this we are inviting our service users to join our newly created hospice user group; we want to hear your voices in how we can best support our local population. Please see our website for more information about how you can get involved.

Jemma Storrar

Medical Director and Consultant in Palliative Care
jemma.storrar@stmichaelshospice.org.uk

...our open days.





Fundraising Team



Support Staff

One Team

As an organisation the Hospice is made up of a very diverse workforce with each person playing their part to achieve our shared goal of delivering the best possible care to patients and their families.

We are always delighted to welcome new members of staff to our team, but we are equally proud to recognise colleagues who have been with the Hospice for many years.

Celebrating and acknowledging the long-service of our volunteers has always been part of our organisational ethos and we would also like to recognise our staff in the same way.

☆ Congratulations and thank you to the following staff. ☆

10+ YEARS' SERVICE



Jane Fraser



Chris Griffiths



Tracy Sandle



Nessa Heckford



Caroline Mathias

...and...

Sandra Bird,
Susan Shelbourn,
Clare Wright

If you are interested in joining our team of staff or volunteers, please visit our website stmichaelsospice.org.uk to view the list of current vacancies.

Helena Maskell
Director of People & Culture

15+ YEARS' SERVICE



Pat Harper



Helen Woolley

20+ YEARS' SERVICE



Gail Harrison



Mo Sawkins





Light up a Life

Sunday 5th December, 18:00
at St. Michael's Hospice, RG24 9NB



Remember and celebrate the life of someone special by dedicating a star as part of our **Light up a Life appeal**. Our special service offers time for reflection and to share memories with those closest to us. Our Light up a Life appeal and service is open to everyone, not just those who have been touched by our Hospice care.

Please remember to wrap up warm if you plan to attend the service.

To dedicate a star to a loved one, please visit:

stmichaelshospice.org.uk

For more information please call 01256 848848 or email events@stmichaelshospice.org.uk



@smhbasingstoke #lual

Looking Back

with David Charsley

Next year, 2022 will mark 30 years since we welcomed our first patients into St. Michael's and we have begun looking back at some of the milestones that happened before that memorable day.

It was in September 1991, that the Duchess of Norfolk laid the foundation stone for the Hospice and that month also marked the moment that the appeal to raise funds for the building of the Hospice broke the £1m barrier.

Heavily involved in those early efforts to raise money was David Charsley who joined the appeal in February 1991 as Executive Officer to coordinate the various events and fundraising activities. David stayed in that role for 3 years before moving on to new fundraising challenges.

David remembers well those early days and told us, "We were working in two offices in the maternity unit at the hospital. The team comprised two volunteer secretaries, an ex-Bank Manager, a collection tin volunteer and other Rotarians that [Hospice Appeal Chairman] Alan Turner had press ganged into giving their time and expertise.



David Charsley

The whole exercise was completed in three years, so from cutting the first turf to the official opening, the pace was frenetic. The community responded to every facet along the way."

David is back now and he has produced a beautiful book, *Travels With my Sketchbook: holidays, work and Christmas* and is kindly donating all the proceeds from its sale to St. Michael's. The book features sketches and watercolours that David has produced over the last 50 years and is available from major bookstores online. Many of the illustrations feature places that will be familiar to Basingstoke residents including snowy scenes of The Golden Lion pub and Alresford High Street. Proceeds from the book have already raised more than £1,600 for the Hospice!

We'd like to thank David for kindly supporting us still.



It was 30 years ago that the Duchess of Norfolk attended the ceremony to lay the foundation stone. She is pictured here on the left with Alan Turner, Mayor Bob O'Bea and Hilary de Ferranti.



Surprising things about eBay

When all of the Hospice's stores had to close last year, the resourceful retail team switched as quickly as they were allowed to selling items on eBay. It has proved to be a real success story with items like vintage Star Wars toys which might make £4 in a shop selling for £20 on eBay.

Gavin Page manages the eBay store and Georgia Richardson recently joined to assist. Together they research each item to determine whether they should be auctioned or sold for a fixed price and sometimes they ask for help from other staff members, like Phil Mortimer who knows a lot about silver hallmarks and Debbie Jones who knows a lot about jewellery.

There are still often surprises though. "We had a pair of very well worn riding boots donated which went for £180 and that really surprised me," Gavin told us.

"We are researching ways to be able to use some of the other platforms as well so that we can really help to link customers and collectors with some of the interesting items which come in."

eBay is wonderful for bringing together people from anywhere in the world who might be searching for the obscure. Recently some models of aeroplanes with DHL branding sold for £40 each!

Items usually come to the team from the Donation Centre where staff and volunteers put aside things better suited to eBay, like the discovery of a bracelet with 20 charms on it which went for £1,140 or a vintage Rolex which sold for £1,200, and at other times



Gavin & Georgia



people handing over their donations will alert the staff to a potentially valuable item, like a gentleman recently who generously handed over a 9ct gold rope chain which reached £922.

Since the store starting trading during the lockdown last year, it has raised a phenomenal £87,000 from sales!

Like everything else in the Hospice, so much of our eBay success relies on volunteers who give up their time to help out. If you'd like to chat to **Gavin** about what's involved in helping the team, why not give him a call on **01256 848887**. Our eBay store can be found online at [ebay.co.uk/str/stmichaels_hospicenorthants](https://www.ebay.co.uk/str/stmichaels_hospicenorthants)



Bracelet sold for £1,140

Fundraising introduction

The last few months have been very busy thanks to all our amazing supporters and over the next few pages your fundraising team are delighted to recognise some of the fundraising activities that have been happening across our community, with our corporate partners and our Hospice events. The Hospice needs your help and support more than ever now and we are extremely privileged to have such wonderful support from right across all areas of our community. 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!

With warm regards,

Jackie Ridge

Head of Fundraising



Welcome back to Laura who has now returned from her maternity leave.

Trusts update

We are hugely grateful for the generous support we receive from a variety of Charitable Trusts and Foundations.

Grants help shape a variety of initiatives, from specific one-off projects or equipment to vitally important core funding that supports our nursing, care, and support staff to deliver outstanding care. Irrespective of size, every gift is unique and helps us improve our care and reach more people across North Hampshire.

We would like to thank the following Charitable Trusts for their recent support which has generated a magnificent total of £101,500 in the first half of the year.

- The Clifton House Charitable Trust
- The Bayfield Charitable Trust
- The Wessex G.P Educational Trust

- Storck UK Ltd
- The Mayhew Charitable Trust
- The Helen Robertson Charitable Trust
- D J Robarts Charitable Trust
- The Albert Hunt Trust
- The Linbury Trust

You can make a vital difference and we would love to work with you.

If you are a trustee or representative of a Charitable Trust and would like to support St. Michael's Hospice or find out more about our work, please contact **Laura Holmes** on **01256 848875** or email laura.holmes@stmichaels hospice.org.uk



Events are back!



Thank you to everyone who has taken part, donated, spectated, or been involved with our first events of the year, at a time when we have never needed your support more. It truly is greatly appreciated, and we hope to see you again at one of our upcoming events.



Farleigh Wallop Woodland Walk

This was our first live event back after 18 months and what a welcome back it was. The event, which was held within the prestigious grounds of the Portsmouth Estate, saw a record-breaking 560 supporters walking out in the stunning Hampshire countryside on a hot summer's day. A big thank you to our walkers who have raised an astounding £21,450, the highest income raised since this event began in 2007.



Big Wheel Your Way

Despite having to cancel our Big Wheel event, we have seen nearly 100 riders taking to the roads of Hampshire to complete their challenges ranging from 8 to 80 miles. So far, these riders have raised over £6,000, including £1,000 from Oakley Pedalers, which is fantastic.

Moonlight Walk

This year saw over 250 superheroes out in force taking part in the Moonlight Walk. Supporters enjoyed face painting by Routine Riots and a selfie booth from Party Delights, before being greeted to refreshments kindly provided by Lavazza and Basingstoke Deane Rotary Club. To date our walkers, have raised £10,000 for the Hospice, with more sponsorship money expected in over the next few weeks.



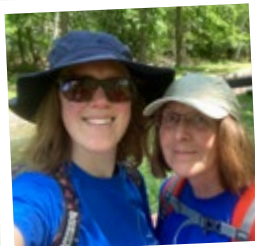
Sunflower Celebration

Whilst we were unable to hold the event this year, our supporters enjoyed a special remembrance video led by our Hospice Chaplain including a blessing, poem and music. Overall, our Sunflower Appeal saw 670 sunflowers dedicated in memory of your loved ones raising a record-breaking £25,600, truly amazing!



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. We'd like to say a huge thank you!



Adele & her Mum

Adele Neale and her Mum got their walking shoes on and completed a 35 mile walk over a sunny weekend in June in memory of Adele's siter, Helen. Together they raised over £1,543 for the Hospice. Well done to you both and thank you for your amazing support!



Tom Langton Grant

A big thank you to the **Jubilee Lodge No. 8755** for their incredible support over the past 18 months. They have raised over £4,330 for the Hospice. Their donations included a cheque for £532 from the Tom Langton Grant which they were able to present to us at the end of June in person in our Hospice gardens.



Phil Paynter

Thank you so much to **Phil Paynter** who completed the 100km Jurassic Coast Challenge and raised £1,164!



Shin Gi Tai

Shin Gi Tai Martial Arts Academy held a fun 80's Themed Martial Music Blast evening in June and raised a fabulous £603!



Beccy McCoy

Six years ago **Beccy McCoy** did a 10km run for the Hospice. However Becky didn't stop there and took on an even bigger challenge – a 50km Race to the Stones – on Sunday 11th July. Beccy started near Wantage and finished at Avebury Stones, raising an amazing £810 for the Hospice with match-funding bringing this total up to £1,310. We can't thank Beccy enough for everything she has done!

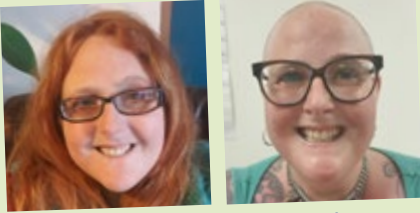
Matthew Dermody celebrated his 90th birthday earlier this year and very selflessly invited guests to donate to the Hospice instead of buying him gifts. By doing this, Matthew has raised a tremendous £933 which is hugely appreciated by all at St. Michael's Hospice.

We would like to thank **Steventon Village** for fundraising for the Hospice with their annual Bluebell Walk. Despite the challenges of COVID-19, they still held a Virtual Bluebell Walk and raised a huge total of £1,313.



Steventon Village

Mark Dolby took on the incredible "Race to the King" challenge in June this year, running 30 miles in just 6 hours. Mark's amazing determination raised a total of £2,000 to be split across his four nominated charities, with £500 being donated to St. Michael's Hospice. Thank you, Mark, for your generous support!



Vikki Soanes - before and after headshave

The inspirational **Vikki Soanes** had her head shaved in memory of her friend and colleague, Sheila, who sadly passed away at the Hospice earlier

this year. Vikki not only donated her hair to the Little Princess Trust but she also raised an incredible £2,408 for St. Michael's! We would like to say a huge thank you to Vikki for her tremendous support and also to those who donated to Vikki's page.



Mark Dolby



Becky Christmas

We are incredibly thankful to **Becky Christmas** who undertook her first ever Ultra Marathon in June in memory of Aggie. Becky completed the "Run to the Sea, Brighton" event which consisted of a 50km multi terrain route, starting near Horsham, through West Sussex, onto the South Downs and venturing into Brighton for the final stretch across the seafront. Becky raised a fantastic £800.

Mark Farrow Smith went above and beyond on his bicycle in June for St. Michael's Hospice. Mark completed the Sunrise to Sunset, Coast to Coast 205 mile challenge in just one day. In total he raised £2,211 which has been match-funded to make £4,422.



Mark Farrow Smith

For information on how you can support St. Michael's Hospice, please contact **Eleanor Bell**, Fundraising Coordinator at eleanor.bell@stmichaels.hospice.org.uk or on **01256 848853**.

Corporate 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.



BNI Healthcare

Hampshire Clinic

Many thanks to the guys at the **Hampshire Clinic** who ran a fabulous Easter Raffle raising £460.

Our Hospice at Home team are extremely grateful to **KJSmith Solicitors** for the purchase of 3 laptops for the team which will assist them in covering the large geographical area that they do.



KJSmith Solicitors
Specialists in family law

KJSmith Solicitors



Bridges Estate Agents

We are delighted to announce a new partnership with **Bridges Estate Agents** in Basingstoke, Hook and surrounding villages. Some of the team attended our Golf Day and our Moonlight Walk and they will be making a donation for each new instruction. We are delighted to have their support.



LARA'S
BEAUTY WORKSHOP

Lara's Beauty Workshop

A huge thank you to all the team at **Lara's Beauty Workshop**, all their amazing customers and all those who donated goods for their online auction which raised an incredible £3,000.

We would like to thank the **Gallagher Gives Programme** for their very generous donation of £2,000 in support of their colleague in memory of their late father.



Gallagher

Insurance | Risk Management | Consulting

Gallagher

And we are very fortunate and grateful to the following companies who are sponsoring some of our Hospice events:

- **Worting House** sponsored our brand new Sunrise Walk in September
- **Unum Ltd** are sponsoring our first ever Reindeer Run in December
- **Charsley & Warren** who sponsored our Golf Day in September



Worting House



unum

Unum Ltd



C&W CHARLSLEY & WARREN

Charsley & Warren

A massive well done to **Beaufort Financial** who organised a charity 10K run in June which raised a fantastic £330.



beaufort
FINANCIAL

Beaufort Financial

For information on how you can support St. Michael's Hospice, please contact **Eleanor Bell**, Fundraising Coordinator, at eleanor.bell@stmichaelsospice.org.uk or 01256 848853.



Hampshire Clinic Easter raffle



NJS purchase 3 laptops for the team

Trade Partners

We continue to receive fabulous support from the following companies.

Tony Green Plumbing and 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)

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

Spotlight on Housekeeping team

There are many different people who spend time with our patients and their families when they are on our inpatient unit. From nurses and doctors to therapists and family support, everyone makes sure the time patients spend away from home is as comfortable as possible.



Claire Irving

Just as integral to that experience are our team of wonderful housekeepers whose cheerfulness and professionalism, as well as their ability to make excellent cups of tea, brighten everyone's day and keep things running smoothly.

The housekeeping team is managed by Claire Irving and is made up of Sarah Chapman, Maria Sagnella, Lisa Trodd, Kate Wolczynska and joining them as bank housekeepers are Natasha Mafu and Janet O'Toole.

Claire joined St. Michael's in 2017 originally volunteering and then coming on board as a bank housekeeper. Asked what she thought was the key to the success of the relationship between the housekeepers and other staff on the inpatient unit, Claire said she thought it was down to communication. "There are always changes on the ward because of rapidly changing patient needs, rooms might suddenly need to be prepared or a patient may need to move to a larger room, but because there is constant open communication there are never any problems.

"The team was brilliant during COVID. Things changed a lot for us then, not just with the increased importance of disinfecting, but the infection control measures meant staff couldn't mix as much and we couldn't have as

many family members in or spend as much time with them. We've all missed the interaction so much. People really want to stop and tell you about their Mums or about their kids."

The role that they play in caring for patients and their families can't be underestimated. When we spoke to Debbie Furness for this magazine in 2018 she told us that she thought patients and families needed someone to chat to but they always felt they didn't want to trouble nurses or doctors whose role they see as caring for their medical needs. However, when a housekeeper brings a cup of tea or pops into a room to do some tidying, they often find they end up having long conversations about the patient's life or how the family are coping.

"We had feedback from the CQC after their recent visit and they marked out the housekeeping team for their passion and the role they played in patient care." Iain Cameron CEO.

There will be more details about the CQC's excellent recent visit in our next issue, Ed.

The team work in shifts from 7:30 am until 7:30pm. They are a strong, supportive team who often see each other out of work, escape room nights and trips into London included. Liz Hillier and Debbie, two



Kate



Lisa, Maria & Sarah



Natasha



Janet, right, meeting the Duchess of Kent at the Hospice in 1993

longstanding team members who retired during Covid last year, still join the team for nights out too.

Clare Turner, who was the Ward Manager on the IPU until she recently left to take up a teaching position at Winchester University, told us she thought every member of the team was just amazing.

“They’ll do anything for you, no matter how busy things are and they are always lovely. Just now I saw Lisa stop with a relative in the corridor who was obviously in some distress and she was so kind and took care of her. Kate played a vital role recently too in helping us care for a patient with limited English.”

Janet O’Toole, who started work at the Hospice when it opened in 1992 but who took

a few years off to work elsewhere when her children were school age, remembers the Hospice when it was mixed wards instead of private rooms, when housekeepers made the breakfast in the morning in the small kitchen on the ward and when smoking in the conservatory was allowed. She told us she still gets up every morning and enjoys coming to work. “What hasn’t changed in 30 years is the care for the patients; they have always been everyone’s priority.”



Sarah featuring in our Hospice Care Week campaign ‘This is What it Took’ highlighting the 200 door handles cleaned multiple times per day that were needed to keep the Hospice safe during Covid.

A few members of the housekeeping and facilities teams



If you have ever wondered how you might get involved with the Hospice, you'll be interested to read Clare's story here.

Clare's Story



Clare Gould

My connection to the Hospice started in November 2013 when my Dad stayed there for a few weeks. He had been ill for several months and considered too weak to begin chemotherapy. The plan was to build his strength up and then maybe he could come home and start to have treatment.

I visited him during his stay and was surprised to find the Hospice to be such a happy and welcoming place. The team were amazing and I will never forget the delicious cake in the day room either!

Sadly, Dad passed away at home on 28th November that year but I am certain that his stay in the Hospice gave him more time with us, for which I am forever grateful.

Over the next few years, my family attended the regular Hospice events with the Sunflower Service and Light Up a Life being particular favourites.

In 2014, my brother and sister and I walked a marathon for Cancer Research and one of our training walks was the Moonlight Walk for the Hospice, this was the first Hospice event I'd taken part in. In 2015 with a new love of walking and a desire to raise more funds, I registered for the Thames Path Challenge 50km walk to raise money for the Hospice. It took me 10 hours and 51 minutes to walk from Fulham to Runnymede on that Saturday in September. It was really tough but such a fun day, I'm not sure I'd do it again but I'd recommend it as a challenge if you like walking.

Before we knew it, 2016 rolled around. With a change in circumstances, I found myself at a bit of a loose end a few days a week so I dropped an email over to the Volunteer Team to ask if they needed any help. For the next few months, I volunteered with the events team which was not only a great experience but involved working along with some really lovely people too, many of whom I enjoy catching up with when I see them at events today.

One of my highlights is the Big Wheel event which involved a whole weekend for set up before the event and breakdown afterwards.



Sunflower service

Clare's Parents



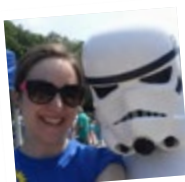
My fondest memory of that day is when we were packing up and the very last rider came back after everyone else had finished and gone home. He had his little boy on the back of his bike and had ridden the 64-mile route. Even though he was outside of the time and the marshals couldn't stay with him, he took the decision to carry on and finish. It was quite emotional as he crossed the line and we formed a guard of honour - it really illustrated how much these events mean to those involved.

I moved away later that year but returned in 2017 and got back in touch to volunteer again. I have loved helping out at the Christmas wrapping service in Festival Place in previous years and I'm hoping it will be possible to do so again this year. I was also really honoured to be asked to read a poem for the virtual Sunflower Service this year - it's great that events and fundraising were able to continue even when it wasn't possible for us to gather in person.

In between all of this, I managed to fit in another fundraising activity with an abseil down the Spinnaker Tower in 2018. It was amazing! The weather was perfect and the views incredible - another recommendation from me if you're looking for fundraising ideas!

I'm writing this having helped give out walker numbers at the Moonlight Walk last night - the same event that I took part in 7 years ago - it was so lovely to be at a real-life event and again see so many people taking part to raise money for vital Hospice services.

I'd like to say a big thank you to everyone at the Hospice for everything that they do - we were so lucky that St. Michael's was there when we needed them and I hope that I can give a little bit back to help make sure they are there for more people who need them in the future.



Clare Fundraising



Clare at Happy Wrappy



Clare abseiling the Spinnaker Tower

St. Michael's Hospice

Reindeer Run

Sunday 19th December 2021, 9am

Setting off from Queen Anne's Square, Festival Place,
Basingstoke, RG21 7BA

BOOK WITH
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CANCELLATION REFUND
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3K
RUN



Join us on for a festive family fun run!

All runners will receive their own reindeer antlers to wear as
part of their entry fee along with a finisher's medal.



Register today at:

stmichaelsospice.org.uk

Entry Prices: Adult: £14 | Child: £10 | Family (2 adults +2 children): £34.



#ReindeerRun @smhbasinstoke | Registered Charity no. 1002856

Kindly sponsored by:



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