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First nursing team



30 years of Nursing Read about how you, the community, have made this care possible on pages 7 & 8.

### =Welcome=



Spring is upon us at last and I hope this newsletter finds you, and your family, well. There's always such a feeling of hope at this time of year as we look forward to what the months ahead will bring. That's certainly the case here at St. Michael's as we mark our 30th Anniversary year.

In the early nineties, a special group of determined people (far too many to mention) came together to turn the dream of a North Hampshire Hospice, into a reality. This, combined with some committed staff, opened the doors to our first inpatients in July 1992. Of course, none of this would have been possible without the unwavering support of the local community; people like you. These factors in the Hospice's success are still the case today, only most of the names have changed.

It is therefore a fitting testament to those founders that we have so many plans for this special year, responding to the changing needs and complexities of the patients and families we serve. As you will read over the next few pages, we have plans to relaunch our Day Services, tailored to patients and offering a wider range of care. We are all very excited at the prospect of opening a café on our site called The Hive so people can drop in and access our expert healthcare professionals and find a place of comfort and support. We will also be investing significantly in extending the provision of our Hospice at Home team and developing a single point of contact for easier access to end-of-life services throughout North Hampshire.

Our wonderful staff make a difference in the community every day, whether at the bedside, in administrative roles or out in our retail stores. They are all committed to the Hospice Values; People, Respect, Integrity, Diversity and Excellence. To recognise their great work, we are launching the 'PRIDE Awards' to celebrate this and we need your help too. If you would like to nominate a member of the St. Michael's team, please go to our website: stmichaelshospice.org.uk/pride-awards and fill out a form or pick one up in any of our shops.

Thank you all for your continued support, the last thirty years have been such a success, and you're all very much at the centre of the next thirty.

Iain
Cameron
Chief Executive





### Update from Dr. Jemma Storrar

The biggest achievement over the last few months has been the transition to electronic patient records and electronic prescribing, this project has taken two years to complete and is a significant step towards the goal of being a paper light organisation. This project is not only important because of its green attributes but most significantly improves prescribing safety and allows better communication with our partner healthcare organisations which ultimately improves patient care.

Closer collaboration with our neighbouring healthcare provider has been one of the positive impacts of COVID-19 and our latest move to improve this further has been the formation of the North and Mid Hampshire Hospice Collaborative. This group comprises of key stakeholders from Hampshire Hospitals including leads from Winchester and Andover Hospice as well as staff from our community stakeholders. We believe that by sharing our experiences, our learning and when appropriate our resources, we can improve palliative and end of life care for all patients across our geographical area.

Staff shortages have plagued us for a few years which had resulted in the closure of some of our beds, but unlike a lot of healthcare settings, we have had a very successful recruitment campaign and for the first time in a long time we have a full complement of staff. But without doubt the most popular recruit to date has been Baxter the therapy dog, he has already brought so much joy to not only the patients and relatives but to the staff as well. With our replenished staffing levels, I am delighted to report that in November we were able to open all of our 10 beds for the first time since 2018.

In December Philippa Aslet joined us as our new Director of Nursing. Philippa has a wealth of experience and we feel very fortunate that she has joined our team, her impact even in such a short time has been noteworthy and I am very excited to work alongside her and see what we can achieve together over the coming months.

### Jemma Storrar

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





St Michael's Hospice are excited to announce the re-launch of Hospice Day Services.

Rachel Gaffney, Macmillian Social Worker; Caroline Mathias, Therapy Lead; Chris Bagan, Patient and Family Support Lead.

The aim of St. Michael's Hospice Day Service is to provide a therapeutic environment, enabling the patient to have an increased sense of confidence and empowerment to support them in living with their illness, as well as providing support to those caring for them.

Patients will be referred to Day Services via a health professional known to them, e.g., community social worker or district nurse and are welcome to attend at all stages of their illness; when newly diagnosed, in treatment, living with symptoms of their illness and when requiring specialist care, input and advice. Our objective is to help individuals manage their conditions more effectively and improve overall quality of life.

The Day Service programme will offer a variety of groups, activities, and clinics tailored to meet the needs of the patients and their carers. This may include booked appointments to see a doctor, specialist nurse, social worker, physiotherapist, occupational therapist,

complementary therapist, chaplain, or counsellor. In addition, we will be offering symptom management groups focusing on fatigue, falls prevention and exercise, breathlessness and relaxation, and mindfulness as well as a variety of activities provided by staff and volunteers such as arts and crafts, exercise groups, yoga, and practical care and support groups.

Day Services will run out of the Turner Centre situated adjacent to the Hospice and benefits from free parking as well as access to the beautiful Hospice gardens and courtyards.

Plans are also underway to open our very first on-site café, situated in the Turner Centre, serving tea and coffee and delicious homemade cakes. It is our intention to create a café that provides an attractive community hub for patients and visitors to relax and unwind as well as providing access to information, advice and support where required.

Chris Bagan, Patient and Family Support Lead, chris.bagan@stmichaelshospice.org.uk

# Events were back

It was fantastic to be able to put on our events again last year. Here is a wrap up of everything that happened in the second half of the year.

### SMH Golf Day

We saw 19 teams take part in our SMH Golf Day held at Weybrook Park Golf Club, helping to raise £7,679 for the Hospice. Thank you to everyone who took part and a huge thank you to our event sponsor Charsley & Warren.



#### Reindeer Run

We concluded our events calendar with our brand-new Reindeer Run, which saw over 250 reindeers start from Festival Place and head out on a 3K family fun run around Eastrop Park. The event hosted many incredible costumes and saw lots of lovely smiley faces out on route, which together helped raise and incredible £9,400. A huge thank you to our event sponsors UNUM and K J Smith for their ongoing support.





### Light up a Life

After 2 years of being unable to hold this event, we felt incredibly grateful to be able to organise our special and poignant Light up a Life celebration on Sunday 5th December. The event saw over 500 people attend the service to unveil their dedicated stars on our memory boards, listen to Christmas carols sung by Ooh

Mama Ladies Choir, accompanied by the Basingstoke Silver Band, and browse around our Christmas stalls, whilst enjoying a glass of mulled wine with a delicious mince pie. We also took a minute of remembrance to reflect and celebrate the lives of our loved ones. A big thank you to our supporters who dedicated 826 stars, which has currently raised an incredible £33,965!

#### Sunrise Walk

Our first-ever Sunrise Walk took place in September, which saw over 150 walkers heading off from the beautiful grounds of Worting House on a 5 mile walk around the picturesque Hampshire countryside. A huge thank you to our walkers who helped raise over £4,000, as well as our event sponsor Worting House for their support.







2022 sees St. Michael's Hospice celebrate thirty years since opening back in 1992. During that time the Hospice has touched the lives of so many people either through the In-patient Unit, Hospice at Home, Patient and Family support services, our Therapies team, through our chain of retail stores or via our fundraising team. Everyone involved with the Hospice plays their own unique part in allowing the delivery of the highest quality care to those patients and their families who need it most.

"The wonderful Nina and Karen cared for my late husband with such love, kindness and compassion. It certainly made 'his time' slightly more bearable for myself and our children.

St. Michael's Hospice truly is a very special place and the devotion of all the staff is unquestionable."

Loe Sadler Swimming the Channel

But that care has come about from you, the community. Without you there would be no Hospice and patients would be facing the end of their days without all our services; physiotherapy, chaplaincy, complementary therapy, occupational therapy, specialist doctors and nurses, right on hand. A whole team focussed on meeting the needs both for our patients and, very importantly, their families.

"My late partner Ica died there in 2019 but the care she got was so good and made her last two weeks so comfortable with all you guys did for her, the food was so good and I know she would want to say a big thank you to you all. It was so nice to be able to stay with her until she lost her battle with cancer, all her daughters could stay there as well. She was Hungarian and always happy until the end, so thank you to all of you who made her last days bearable with love and kindness you gave us all."

Colin



You, the community of Basingstoke and North Hampshire, have made this care possible because you have raised tens of millions of pounds over the last 30 years. You have created mad hair styles, swum the channel, bathed in baked beans, sponsored friends (again and again), peddled up the hills for Big Wheel, stayed out past your bedtime for Moonlight Walk, and created acres of sunflowers and stars for our memorial celebrations.

We are immensely proud to serve this amazing community and with your support we will continue to care for you and those you love for many years to come.

If you would like to share your story of the care you have received or the funds you have raised, please visit our website www.stmichaelshospice.org.uk/ 30th-anniversary/ and find out how or email info@stmichaelshospice.org.uk.



### Give the gift that lives on

### Securing the next 30 years

My name is Lorraine Pink, and I'm delighted to have joined St. Michael's **Hospice as Director of Income** Generation. I've been working in the charity sector for over 15 years, five of these in the hospice sector. I feel very privileged to work for a hospice and support the incredible work of our clinical colleagues.

Living locally, I know how important St. Michael's Hospice is to its community and the many lives it has touched since it first opened its doors in 1992. I also recognise how vital your support is to the hospice. Every year it costs £5.5 million to run the hospice, and with less than 20% funding coming from the government, we raise the remainder from the kindness and generosity of our supporters. Supporters like you.

Every time you donate, take part in an event, play our Lottery, volunteer or visit our shops, you are helping us continue to be there for local people living with a life-limiting illness. We simply couldn't do it without you.

Leaving a gift in your Will is another way you can support St. Michael's Hospice. Every year the income we receive from gifts in Wills helps us care for 1 in every 10 patients. A gift doesn't have to be a huge



amount, and of course, we know that you need to provide for your family and friends first, but even a gift of 1% can make a huge difference. Ensuring the care and support we provide to our community will be there for generations to come.

March is Make a Will month when three wonderful local solicitors are waiving their fees for writing a simple Will in exchange for making a donation to the Hospice. Simply visit stmichaelshospice.org.uk and search Make a Will to find out more.

Do get in touch if you would like to know more about leaving a gift in your Will or would like to discuss other ways to support the hospice. I would be delighted to hear from you.

#### Lorraine Pink

Director of Income Generation

lorraine.pink@stmichaelshospice.org.uk 01256 848848



### Community Update

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!







Keith Brown

Keith Brown's Christmas lights raised an amazing £9,067. Since 2016 he has raised £43,264 which is a mixture of Christmas lights and fishing matches!!



Happy Wrappy - raised £1,133

Thank you to **Dan and Sophie** who set up a fundraising page in lieu of wedding gifts and raised £1,830. The page was set up in memory of Dan's father Steve.

### Thank you!

Helen Buckley's fundraising party in memory of Peter Miller - raised £1.585 John Hick's Murder Mystery - raised £1,253

Roger Clark Upton Grey Autumn

- raised £1,133





## Thank you to everyone who took part in a running event in aid of the Hospice.

- London (inc. virtual)
   Marathon runners –
   Frankie Skillett, Laura
   Williams, Louise Frost,
   John Payne, Anna
   Wilkinson, Gemma
   Bennett
- Basingstoke Half Marathon - Adam Jupp
- Great South Runners
   Alice & Laura Nicoll,
   Emma Howard, Allison
   Field, Steven Jeffrey
- James Hayes marathonown route



James Bye (right) who competed in The Wall on ITV - raised £2,500



For information on how you can support St. Michael's Hospice, please contact the Fundraising team on 01256 848848 or email fundraising@stmichaelshospice.org.uk

### The value of Trusts and Foundations

Each year, the generosity of Charitable Trusts and Foundations helps us to continue providing our specialist care to our patients and their families in North Hampshire.

Grants help shape a variety of initiatives, from specific one-off projects or equipment to vitally important core funding that supports our clinical staff to deliver our outstanding care.

We've had phenomenal support over the course of the year, totalling £149,796. We'd like to thank the following Charitable Trusts and Foundations for their contributions since the autumn.

- Brighter Life Community Programme
- Chineham Parish Council
- Masonic Charitable Foundation
- The Albert Hunt Trust
- The Dandelvs Trust
- The D'Oyly Carte Charitable Trust
- The February Foundation
- You can make a vital difference,
- The James Wise Charitable • The Linbury Trust
- The Manydown Charitable Trust
- The Misselbrook Trust

and we would love to work with you.



### The generosity of trusts and foundations means we can be here for families no matter how much they need our support.

Anne Mitchell tells us here about the difference the Hospice has made to her family.

It has been 28 years since my first experience with St. Michael's Hospice, my lovely Dad passed away peacefully in January 1994 in the amazing care of the wonderful staff and volunteers at the Hospice.

Tragically only 13 months later we were back at St. Michael's with my darling sister. Mary has been diagnosed with ovarian cancer and despite her most heroic determination she passed away only 42 years old. The staff, remembering us from only the year previous, without hesitation, made us feel at ease and cared for our dearest Mary with the upmost professional and loving care to the very end.

In 2010 we saw ourselves back at St. Michael's as my brother, John, was suffering from cancer and once again we were all looked after as amazingly as before. John passed away surrounded by us all on firework evening. He could not have passed away on a more beautiful evening as the sky lit up, bursting of colour, joy and life; he loved fireworks and bonfires, so it was very apt.

Despite our pain and grief, the one place we were truly thankful for was the support and care of everyone at the Hospice. To this day I can't forget the love and warmth we all received as a family.

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 the Fundraising team on 01256 848848 or email fundraising@stmichaelshospice.org.uk.

### Anne Mitchell and family



### Thanks to our regular givers

Making a regular contribution to St. Michael's Hospice makes a big difference. In the last year, our regular donors, have collectively generated £48,766 for the Hospice. Thank you all so much.

We'd like to recognise the following supporters for their incredible generosity over the years!



A special mention to **Mr Palmer** who was involved in the original fundraising campaign to set up the Hospice, and now is celebrating 34 years of giving!



Richard Horton



- Delicia Wallace
- Caroline Surtees
- Daisy Mitchell
- Margaret Richardson
- Joyce Mark
- Philippa Hoare
- Antoinette Peace
- Matthew Cummings
- · Ernestina Meyer-Wulff
- Geoffrey Hunt



- Robin Wood
- David Yelland
- Lee Hanington



- Stephen Andrews
- Richard Henry
- Tom Garside

### Thank you!





Donate E30

If you would like to make a difference to your community, you can sponsor a nurse.

For more information, please visit our **website** or contact the team on **01256 848848**.

## Our corporate partners

A big thank you to all our corporate supporters who have raised money or donations for us over the past few months. It has been a really difficult time for many companies and we are overwhelmed with the support they have continued to give us over this time.



Newbury Building Society

Newbury Building Society

**Newbury Building Society** donated £2,894 taking part in the Moonlight Walk and fundraising in branch.

Our partnership with **Unum** has come to an end after two amazing years during which they raised just under £34,000! All of the events sponsored, cars washed, Happy Wrappy presents wrapped, marathons run, and steps walked has helped the Hospice to support many families.

Bridges Estate agents have been doing a fantastic job building relationships and have carried out various fundraising.
As part of this partnership they have made a donation to fund an electric car for our Hospice at Home nurses! This is a huge asset for the nurses who travel many miles to ensure we can provide our care to people in their homes.



Bridges Estate Agents



#### ACE Locksmith

ACE Locksmith services donated £500 from recycling old locks – what a fantastic way to fundraise.



#### Storck

Thank you **Storck** who continue to provide us yummy sweet treats for the Hospice and our fundraising events.





Wilson Electrical did their annual Christmas raffle in aid of the Hospice and raised an incredible £3,000. There are too many people to mention here but please do know that every penny that is donated to the Hospice means the world to us, and we are truly thankful.

**Festival Place** have chosen St. Michael's Hospice as Charity partner for the next three years. This is really exciting for us as it provides lots of opportunities for us to fundraise and raise awareness. We will keep you updated about the partnership on our social media channels.

Another exciting partnership is with **Get Golfing** and **Sherfield Oaks Golf Club** who have also

selected the Hospice as Charity partner for three years.

We are also Charity of the Year for **Tylney Park**, **Weybrook Park** and **Worldham Golf Clubs** and **Primark** staff have selected us as their Charity of the Year too!

We can't wait to work with you all this year!

If you would like to learn more about how your community group or workplace can support St. Michael's Hospice please do email **fundraising@stmichaelshospice.org.uk** or call us on **01256 848848** and a member of the team will be able to help make this happen!

## Spotlight on Philippa Aslet our new Director of Nursing



Philippa Aslet

I started nursing back in 1986, a time when nurses still wore hats and belts, in Chelmsford, Essex. I qualified in 1989. I worked for a couple of years in Chelmsford.

I then moved to London and worked at Kings College Hospital on the renal unit caring for patients with kidney failure on dialysis or having transplantation. From there I moved to Cambridge at Addenbrooke's Hospital on the dialysis unit.

After a few years I decided I needed a new challenge and moved into Urology, as a Specialist Nurse. I worked with three amazing consultants who gave me an opportunity to learn, develop my role and then work independently, in a way that I don't think would be possible without such a progressive and forward-thinking team.

And then in 2001 I took a year out and went to theological College for a year and did consider a change in career. However, I met my husband to be and a year later was married and moved to Basingstoke in 2002.

I was appointed as Senior Clinical Nurse Specialist in Urology at Basingstoke Hospital. Once again I was lucky to work with some amazing surgeons and nurses who supported and encouraged me to develop my role as an advance practitioner. While in this post I became the President of the British associate of Urology Nurses.

Increasingly I specialised into uro-oncology. Six years ago I was appointed as an Associate Director of Nursing at the now merged organisation of Hampshire Hospitals Foundation Trust and three years ago also took on the Lead Cancer Nurse role for HHFT.

#### Then Covid arrived and the world changed...

Like the whole of the UK it was an extremely challenging time in healthcare at every level. There were some dark days and I hope I never to experience anything like it again. Saying that I worked alongside incredible teams, clinical and non-clinical. Teamwork at another level.

In March 2021, I made the decision that it was time for a change and leave the NHS. I joined the Wessex Cancer alliance and was based at home. They were a motivated and inspiration organisation to work for however, I realised very quickly that something was missing.



Philippa and her family at the Reindeer Run







to nurse, I missed patient contact and working in a multidisciplinary team.

In December I started in the post of Director of Nursing for St. Michael's. What a privilege it is to have been appointed as I have had a long-held desire to work in palliative care. I represent nursing and therapists at the board and the senior leadership team and I work closely with Jemma our Medical Director. With the leadership team we are reaching out to our partners in the NHS, both primary and secondary care because working together enables all of us to give our patients the best care. I am also able to link with senior nurses from regional independent and charity-run hospices to share good practice.

I have said that I have had a long-held desire to work in palliative care. There are two people that have been important in my career. One was a Macmillan palliative care nurse in Basingstoke. I worked closely with her over the years and learnt so much from her. She was so wise and sadly died too young but she leaves a legacy to many that she worked with. And another was a colleague and friend, a nurse, diagnosed with aggressive bowel cancer. He died at the age of 36 and I spent time with him and

his family in a hospice (not local) and the care he received wasn't outstanding. It fell so very short of what he deserved and needed in the last days of his life. So now I can be part of a team striving for excellence.

The team here are committed to providing excellent care to our patients and that was recognised by CQC who rated us as Outstanding in Care and Good in all other domains. As we celebrate the 30th year anniversary this year, we are planning to improve and develop the services to the people of North Hampshire over the next 30 years.

### Before I finish I was asked to tell you a little bit about me:

I love walking our dog Ruby with my family and friends, holidays in Cornwall, cycling, and you may see "Felix" my bike chained up as I am aiming to cycle to work most, if not all, the time!!!

I love skiing... which may come as a surprise as I am no athlete, but I love snow covered mountains and fresh air oh and a glass of vin chaud in the afternoon.

We hope you enjoy this inspiration piece written by Rosie Harle about her husband Bob's care at St. Michael's.



Rosie Harle

## Bob's Story

I'm a very chatty person. I love meeting new people in shops, walking in my neighbourhood, standing in a queue or sitting in a waiting room. I will quite often smile and say "hello" to a stranger and we'll end up sharing a few titbits about each other.

I find this contact brightens up my life. Sometimes, of course, I hear about sad and difficult situations. I can relate to these stories because I've been there. For eight years I cared for my husband, Bob, who had a rare neurological condition, Multiple Systems Atrophy (MSA), which, slowly at first, speeding up at an unbelievable rate in the last few years, took away his ability to move, talk, eat and breathe. His condition, of course, inevitably led to his death.

It is a sad, sad story but one of the most amazing things that came out of it was that we were introduced to the hospice movement and St. Michael's. If you are reading this newsletter, you probably have a connection with St. Michael's. You will know about the wonderful care the Hospice and their dedicated staff provide to people at the end of their lives. Quite often, towards the end, life has become very difficult at home or in hospital. However much a partner, sibling, son or daughter would like to care for their loved one at home, the reality of providing physical and emotional care is complex, difficult and exhausting

What most of us don't understand, until we've experienced it, is that end of life care is a specific type of care. It isn't about making someone better, it's about having an understanding of the dying process and allowing a person at the end of his/her life to leave with dignity, in an environment of care and comfort, with people who respect and love them taking care of their every need.

People who have gone through this know how the Hospice provides a nurturing shelter when all seems black; how the patient living their last few weeks or days on this earth is cared for and comforted in every way; and, how the family carers can take a deep breath and relax and be the partner, son, daughter, brother or sister they've always been, and truly engage with their relative while others take the load.

I can tell you all this because, of course, as soon as Bob arrived at the Hospice, thirteen days before he died, he was enveloped in an atmosphere of love and nurture. I couldn't have asked for more. He was tenderly cared for by a team of dedicated professionals who knew **exactly what** he needed at any moment. Every one of them – palliative care doctors, nurses, housekeepers, physios, office staff, volunteers, everyone – treated him with respect and love. Sometimes it seemed as if they were all angels taking a quick break from heaven.

But the care the Hospice provided wasn't just for Bob. I was cared for in exactly the same nurturing, empathetic, respectful way. I expect many people accompany their loved one into the Hospice feeling exactly as I felt that day – exhausted and traumatised by everything that had happened. The relief I felt on watching others take care of Bob in those first few minutes of arriving in the room that became "Bob's room", is indescribable. Suddenly, not everything depended on me. There were others all around me who were willing to take on that huge responsibility.

One thing I am constantly surprised by is that so many of the people I speak to don't know about the Hospice and I make

it my mission to spread the word about the wonderful work they do. There's a lot to know. People are surprised to hear that Hospice care doesn't always begin at the very end of life. Bob and I had an amazing experience with the Hospice for five years before he died. We benefitted so much from being introduced to the Hospice very early. We met, and became friends with, the individual professionals who would become so important in our lives; we were given information about equipment we needed and also medical information: put in touch with other professionals: introduced into the day care programme and also the complementary therapy team; and, as Bob became more and more unwell, we were visited by the palliative care team.

This amazing care didn't end after Bob died. In those first few terrible weeks, when I couldn't believe he was gone, I was checked up on regularly and, when it was deemed I was ready for it, I was offered grief counselling. My gratitude towards St. Michael's and all the wonderful people who work there can't be measured. I thank them all.





### St. Michael's Hospice Calendar of Events 2022























