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THE **voice** of St Mary's Hospice

Focus on Living Well

- We share an update on our Barrow expansion

Community Magazine 2018

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Contents

3	Letter from Val
5	Year in Review
7	Christmas on IPU
8	Living Well
11	Family & Bereavement Support
13	Celebrating A Life On Film
15	Make, Do and Mend
16	Volunteers' Voice
17	Community Neighbours
19	Blooming Good
20	How Are We Funded? Highlights from Fundraising
23	Super Supporters Share Their Stories
25	Businesses 'Giving Back'
27	News in Brief
29	Education
30	Gallery of Supporters
32	Gifts in Wills
32	Lottery
35	New Look Orangery Cafe
36	A Bit More Shop Chatter
38	Celebrating 30 Years!

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Welcome to the VOICE, St Mary's Hospice annual newsletter and Annual Report. As always it shares a snapshot of the year that's gone alongside a glimpse of the year ahead.

Hopefully by the time you read this, we will have started the work to get our new Barrow building ready for action, and you'll have read about it in the press. Maybe you told us the activities you'd like to see there? If so we're grateful to you. We look forward to seeing you in our building.

It's an exciting time. This building will, as far as we know, be the first hospice building to open in full collaboration with other local charities, health and social care organisations. We believe this is the best way to fill the building with varied, useful and interesting activities to help those living with illness in Furness be fit, active and well.

Why is it particularly important to have this building? Britain's population is living longer and as the babies from both post war booms age the population of over 65s will grow every year. Unfortunately many of these people will have some kind of long lasting illness and we estimate that over the next 20 years 200 more people each year will need hospice services.

That's a big increase.

There's no way we can do all of that ourselves so we'll be working more closely than ever with other groups to



make the support we offer as effective as possible.

We will also need to involve you, the public, that might be directly say as Community Neighbours offering friendship and support, or, by getting involved in learning about Death, Dying and Grief so you can be part of a Compassionate Community. Watch this space for things to get involved in!!

Of course providing extra care means raising more funds than ever before and this newsletter talks about some of the changes this year. Some brilliant new events are taking place and lots of supporters are getting involved. I'd like to thank everyone who has contributed this year whether as volunteers, participants, supporters or sponsors. Your support makes our caring possible.

Over in our shops too there have been changes. You might have noticed most of our shops have had a make-over and are looking very groovy and smart. They now receive more donations and again we'd like to thank both donors and shoppers for another successful shopping-therapy year. Each time you give or buy we can offer more care.

And I can't end our year without mentioning guilt-free cake. There's always cake at the hospice. If they're not munching away in Day Hospice or Living Well then it's on the menu in the Orangery cafe. Where else can you say that a piece of cake is actually working to Spread the Love of the hospice? Come on in and buy some cake, you know you want to.

Thank you for being our supporter,

Val Stangoe
Chief Executive

INS, and our subsidiary PNTL, are proud to have been based in Barrow for over 40 years.

We're grateful to the community for their support and we look forward to contributing to their continued success.

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2018: YEAR IN REVIEW

1289

TOTAL REFERRALS
2017-2018

HOSPICE AT HOME

Providing 24 hour cover across Furness and a large part of South Lakes

334

PATIENTS

429

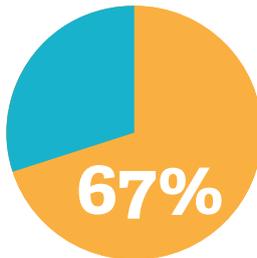
NIGHT SITS

IN-PATIENT UNIT

9 Beds at the Hospice in Ulverston

198

TOTAL BED
ADMISSIONS OCCUPANCY



DAY SERVICES

A range of therapeutic activities including 6 week Living Well programme for patients and carers to teach self-care management skills, both seated and standing adapted Tai Chi and complementary therapies.

ATTENDEES
FOR TAI CHI

:51

USERS OF ONE ON ONE
COMPLEMENTARY THERAPY

:110

ATTENDEES
WEDNESDAY
SOCIAL GROUP

:13

ATTENDEES 6 WEEK
LIVING WELL GROUP

:67

FAMILY SUPPORT SERVICES

Bereavement and family support, including access to specialist children's services, provided as part of our comprehensive family support activities.

492

TOTAL
REFERRALS
2017-2018

£3.2m

COST TO RUN
THE HOSPICE



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Christmas on IPU

“You knew in the most poignant moment in your life you were not alone.” Barbara



Thanks to our community St Mary's has nine individual rooms which provide patients and families with a calm comfortable environment in which to receive specialist palliative care. Patients come in for symptom management, respite care or care at the end of life. Barbara kindly shares her family's experience of coming to St Mary's...

After a hospital stay in August 2017, Barbara's husband Gerry changed his mind from wanting to die at home. He decided to visit the hospice with Barbara, after which he was very clear about where he wanted to be.

Gerry came into St Mary's In Patient Unit in December 2017, and Barbara and her family spent Christmas at the Hospice. "By Christmas Gerry had the whole family with him, and we had a great Christmas day in the hospice. It was just made so wonderful by the hospice. You know, they came in serving the drinks. That was a surprise to everybody! They came in all dressed up and they had a lovely Christmas trolley all trimmed up. They brought him a present in the morning and sung carols at the foot of his bed, all the things that you just wouldn't

expect but that you possibly would do in your own home. Someone had bought him this special gin. Gerry liked a glass of gin, but having said that, he hadn't had one in a long time. I think he just liked the idea of it. He pulled off the cylinder covering the bottle – now you see it, now you don't kind of thing! He was laughing away. It was amazing really that he made us all laugh on that day and nobody came in and interrupted us while we were there. We were allowed to have that precious family time. In the hospice there was always that acute awareness of not just his needs but our needs as well. My Grandson who is 16 said, "that was the best Christmas ever Nanna."

"Gerry was certainly at peace here. Here everything's done for you, you are the most important thing. The whole person is considered, it's about what is unique to that person. It's almost like an extension of your home. A nice thing that struck me was that you couldn't see any medical equipment as you would in a hospital and that is what made it feel more like your home."

Barbara's daughter Sarah-Jane added: "Thank you for all you do at St Mary's. It is truly a gift of a place and we do hope many more families get to experience the precious moments of the gift of life we did even in the stark days of death."

Hospice at Home

St Mary's is able to provide the right care, comfort and support in the place you want to be. Our hospice is more than one single location. We understand that many people would prefer to be cared for at home, surrounded by family, friends and things they love. Thanks to our community and our Hospice at Home team we can give our patients and their loved ones that choice.

- Our Hospice at Home community nursing service is delivered by palliative care nurses and health care assistants, supported by doctors, who bring their skills and expertise into homes to support patients and their family.
- In the last year, the team has looked after 334 Patients and their families. We provided 429 Night Sits to give a family member a rest from their caring responsibilities overnight.
- We have started to provide some Day Respite Care, delivered

by Health Care Assistants, to enable carers to get out during the day for a break, or to attend an appointment, to shop etc.

- Did you know that the cost of a Hospice At Home visit is £234?

"It was very comforting to know they were there for all the family"

"It gave me a ray of hope and cheered me along. The girls were so helpful and down to earth."

"The Hospice at Home team were fantastic and helped us all greatly during a very difficult and sad time"

"I felt better knowing I had the night time support of the wonderful staff. Both of us felt in control of what was happening and secure in the knowledge that my husband could die with dignity which he did at home with all his family present".



*© Image courtesy of Milton Haworth.
St Mary's CEO Val Stangoe (Left) and Caroline Glading (Right) Senior Complementary Therapist*

Reaching more people, more of the time, to encourage living well and longer is the aim of our new centre to be launched in the heart of Barrow. For many years, St Mary's has offered services in Barrow including Complementary Therapy at the Lesser King's Hall or at home with our Hospice at Home team. However previously there was a need to travel to the Ulverston building to access some of St Mary's services.

Val Stangoe, St Mary's Chief Executive: "Over the last three years we have increased the services available across our community and now deliver Living Well Programmes in Coniston, Millom, Barrow, Ambleside and Grange as well as Ulverston. As currently 40% of those using St Mary's Hospice services come from Barrow, and Barrow is the largest town locally, we decided it was the right time to offer more services in Barrow."

The expansion plans are also linked to the aging of the population nationally. People are living longer but many with health problems which lead to increased time spent in hospital.

Val Stangoe adds: "Through this building the hospice and other local organisations can help more people to enjoy a better quality of life and stay independent for longer. By providing a range of support to meet growing community needs."

St Mary's will be working with other organisations, and a range of health and wellbeing activities will be available including: Day Care, Tai Chi Classes, Living Well Programme, Living Well Education for Families, Breatheasy Groups, Dementia Hub and Dementia Café, and Complementary Therapies.

The funding for the centre has been supported by the Sir John Fisher

Foundation. This vital funding supports St Mary's aim to reach more people every year through new services.

Joanne Blake, Head of Clinical Services: "We are delighted to be making our Living Well Services more available in our community. The aim of St Mary's is to create and share the space with other organisations, groups and individuals who are working with Barrow residents to improve their wellbeing. If any groups are interested in being part of this, please get in touch."

Val Stangoe adds: "We're also setting up a group of people to manage the development of the building and are interested in talking to any Barrow residents who might be interested in this. There will be many exciting volunteering opportunities too."



The St Mary's 6-week Living Well Programme has been running for a couple of years now for people living with a life changing illness. We have been able to extend the reach of this programme out to a further 90 people within the local community through a grant from leading offshore wind farm developer Ørsted, which operates three projects off the coast of Cumbria.

The Living Well Programme offers support to help people come to terms with their diagnosis and then to gain control over their situation by making use of and building on their coping and recovery strategies. Participants experience a range of breathing and relaxation techniques, adapted Tai Chi and seated exercise, and other skills that help support health and wellness.

It's all about enabling people to enjoy life – to understand themselves better, connect with other people and feel the benefit of kindness, friendship, support and having a good laugh!

Through the Ørsted grant we are also able to provide Retreat Days for around 50 people who have attended the Living Well Programme, to help them to sustain and build on these techniques and self-management strategies.

Speaking for herself and for her husband, one participant from the Living Well Programme said "This grant has been put to excellent use. We have learned and tried out exercises and meditations in class and taken on ways of thinking about our diverse issues and problems. We have felt supported and encouraged, restored and energised, relaxed and peaceful all at once. Most importantly, we have felt cared for, nurtured and nourished".

Joanne Blake, Head of Clinical Services: "We are committed to reaching people earlier on in living with their condition, so that we can offer a range of programmes and therapies, including the Living Well Programme, adapted Tai Chi, Living Well Afternoon Day Care and individual therapies such as

aromatherapy massage. We have received very positive feedback from participants of these:

"I now sleep better, deeper and longer. I am more aware of my posture and stress triggers. I know how to adjust my habits and daily patterns to "pace" myself."

"I feel calmer which has helped me to manage my illnesses better".

"The company of people who were all facing a situation similar to my own was very supportive and there was fun and laughter along the way".

"I found it relaxing, interesting and beneficial. Small changes to my daily life and habits help me to be more aware of my general health."

"I gained a greater understanding of what I was able to do to help myself cope with the current situation."

"I have noticed from the beginning the benefit of breathing steadily. In situations of stress I use my learned breathing and it works for me during the day and at night. "

"The leader and volunteer assistants are very welcoming and approachable. The whole session has been a pleasure."

"The entire experience from week to week was both helpful and enjoyable and something I looked forward to."

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(* until 30th June 2019)

Family and Bereavement Support

Our Patient and Family Support Team are focused on the quality of life and emotional wellbeing of our patients and their families. Here at the Hospice we understand that life-shortening illnesses affect not only the patient, but their network of family, friends and carers also. With this in mind, the care we provide is extended to include these important people within a patient's plan of care, as well as offering support and help to them during what can be a difficult, uncertain time.

Training for the future



At St Mary's we pride ourselves on our ability to share our wealth of knowledge. As part of this we dedicate time to training future care staff. Leanne Butler came to St Mary's in January for her final year placement as part of her Social Work Degree to start working as a member of our Family and Bereavement Support team. Whilst at St Mary's, Leanne attended a series of training courses such as Advanced Care Planning, introduction to Huntington's disease and acceptance and

commitment therapy. She said "I found it a really powerful experience personally and professionally. I feel honoured to have been able to be at St Mary's. It's given me a real starting block".

Lynsey Lawson our Family Support Service Lead said "It has been a pleasure to provide Leanne with her final Social Work practice placement here at St Mary's Hospice. The placement opportunity has provided Leanne with an insight into the role of a specialist palliative Social Worker working closely alongside our multidisciplinary team. The overarching theme of Palliative Social Work is to continue to see whole people living within whole families rather than as an individual with a set of specific problems to solve. We seek to understand the connections of life and support people as they come to terms with what is happening to them or someone close to them, and support them to continue to live as they choose for as long as they can."

Leanne graduated from University of Cumbria with an Upper second class degree in Social Work and has secured her first post as a Community Mental Health Practitioner within the Community Mental Health and Recovery Team.

Online Success

Last year we set up an online Facebook group to create a platform for people to share their grief in a safe space. Our Facebook group has been growing ever since and we now have 43 active members. With the group we aimed to give people a chance to feel less lonely in their grief so each month we invite members of the group into the hospice to meet one another and have a cup of tea and cake in our Orangery.

'It's good to have a place to say "I feel sad today" without feeling guilty.'

If you're interested in joining, simply request to join our Facebook group

[!\[\]\(15d3dfb11951c9197b3fa51927099453_img.jpg\) St Mary's Bereavement group.](#)



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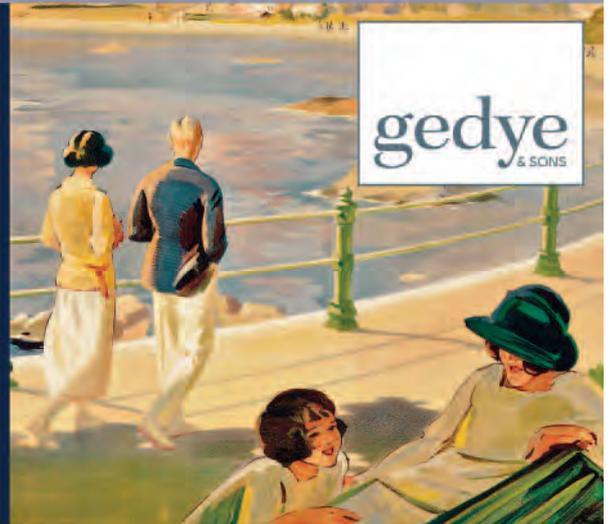
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As a collaboration between St Mary's Family and Bereavement Support Team, Marketing and Andrew, a gentleman who is

currently being supported by the Family and Bereavement Support Team following the death of his partner Carole in 2017. We have been working on a short video to start a video series to mark our 30th Hospice anniversary next year. Every person who uses the Hospice services is different and we believe in caring for the individual. We aim for this

series of videos to celebrate and share an insight into the stories behind some of the individuals who we have been privileged to provide care and comfort for.

Through bereavement support and listening sessions Andrew shared his partner Carole's love for storytelling and poetry, capturing memories through photography and also writing and recording audio diaries. This was something that she started in her late teens and it was during one of her first audio diaries that



she spoke about her hopes of becoming an air hostess. Carole had a passion for travel and aimed to 'see the world' as she says in her diaries. From Benidorm to Canada, to New Zealand and Australia there weren't many places Carol didn't venture to! While using our services Andrew expressed a deep worry that 'people would forget' Carole's story and was

keen to create a lasting legacy which reflected Carole's spirituality and zest for life. Episode 1 is titled 'Celebrating the Life of Carole Pidduck' and is set to be released early next year.



Our Family and Bereavement Support Team is available to anyone over the age of 18 who is grieving, irrespective of time, cause or relationship. There is also no

requirement to have had previous contact with the hospice services. Although our services are free, they are not free to provide, your support can make a real difference to the lives of those left behind.

For further information please visit our website www.stmaryshospice.org.uk



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Make, Do and Mend



Earlier this year we were awarded £20,000 to support a project we've called 'Make, Do and Mend'. The initiative, in which the UK's national charity for hospice and palliative care, Hospice UK, teamed up with the Masonic Charitable Foundation (MCF), was created to help develop and extend bereavement services in hospices across England and Wales.



The Make, Do and Mend service is based in St Mary's Retail Furniture Warehouse which is located to the side of our new Living Well Centre in Barrow In-Furness. It reaches out to local bereaved men and women, those caring for their partner or living with their own life-shortening illness. Workshop participants work alongside each other on a variety of projects including upcycling furniture. The essence of the group is not a building, but the connections, relationships and support between members. Joanne Blake Head of Clinical Services at St Mary's said "It gives them a point of contact in a caring environment."

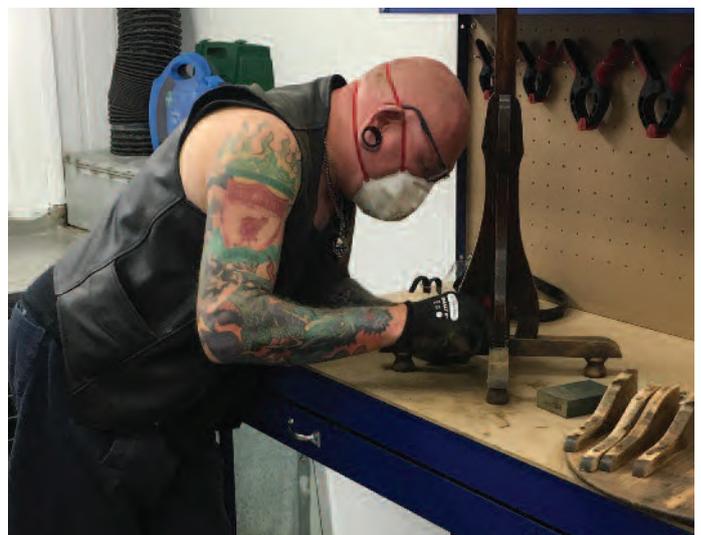
The workshops are led by an experienced retail manager and trained hospice bereavement support staff and volunteers, in a fully equipped DIY workshop environment. Jo added "It provides a workshop space where people who don't want to access a one to one listening service can come into a

"Loved every minute. I am really looking forward to doing some more next week. Thank you all so much" – Member of the Make, Do and Mend workshop.



more practical environment, feel supported and be with others who are sharing similar experiences."

This bereavement service is offered to people who have been referred into St Mary's pre and post bereavement and family support service. Lynsey Lawson, St Mary's Family Service and Bereavement Lead said "At St Mary's we recognise that grief is an inevitable part of everyday life, regardless of gender, and can be one of the great isolating forces in life."



Volunteers' Voice



330 volunteers support St Mary's Hospice, each unique and with their own story of why they choose to help. The hospice is a special place and that's what draws a lot of people to become a volunteer with us. But it's not only the place. Our services operate all across

our community in the shops, the warehouse, the new Living Well Centre in Barrow and directly with people. Volunteers are everywhere and they are our best ambassadors.

People want to give something back, meet new people, do something worthwhile, be involved with their local community. Whatever it is we welcome and celebrate all their support. They volunteer for all sorts of reasons but maybe it's just because someone asked them to.



Linda's story

"When we were told that my husband's illness was terminal in November 2012 I felt alone, isolated and felt I had no one to talk to. One lonely evening I emailed the Hospice to ask if they knew where I could receive some help and support. That was the turning point – the Hospice at Home Team and Family



Support Team became involved and I felt someone was always there on the end of a phone or a friendly face visited when things were getting me down. After my husband's death in October 2013 I received support from the Bereavement Support Team which was a lifesaver for me. I eventually then began to volunteer at events and help with collection tins etc. I also help with raffles and other regular fundraising events, even knitting Easter chicks and Christmas stockings and puddings!"

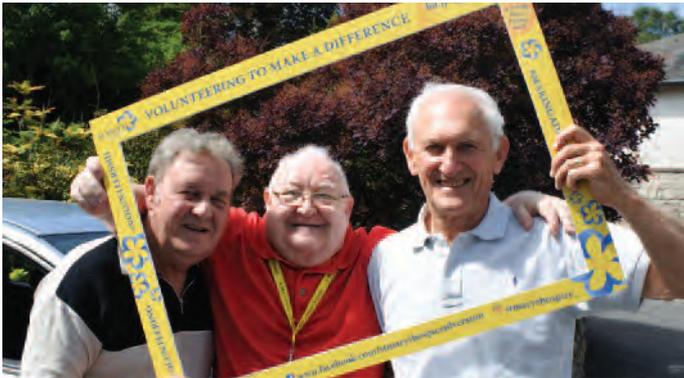
"Last year I felt ready to help others who were going through the grieving process and signed up for the Bereavement Volunteer Listener's course. This was challenging and at times emotional but so worthwhile. Early this year I began to support people who have been bereaved. I can honestly say that this is so rewarding. I feel honoured and very privileged that total strangers allow me into their homes and open up and tell me their life stories and allow their emotions to run free. To know that I am doing something worthwhile and helping people at a very emotional and vulnerable time in their lives is immensely satisfying and I really wanted to help others because I had received help myself."

Julie's story

"I volunteer at St Marys Hospice as I want to give back in return for the wonderful care my dad received before he passed away on January 2nd 2009. I volunteer in Dalton Shop and enjoy every minute!"

Barry's story

Barry is one of our longer serving volunteers and has now been with us for almost 17 years as a patient driver for the Living Well Services. Barry joined St Mary's Hospice on retirement from working for 32 years in the Middle East, Barry comes from Dalton and he wanted to support the hospice after his brother-in-law received care with us so when he saw an advert looking for volunteer drivers he thought he would apply and has been with us ever since.



Barry said 'he enjoys driving patients as he gets to meet different people and enjoys getting to know them' he goes on to say that volunteering with St Mary's Hospice 'helps you to feel like you are helping the hospice and individual's, who for some coming to the Living Well Afternoon is the only time they get out during the week'.

Anne Atkinson, St Mary's Volunteer Lead: "Volunteers make a huge contribution to St Mary's and we value their commitment and motivation. St Mary's is developing all the time offering more services to more people earlier in their illness. We can't do this without our fantastic volunteers as they help in all areas and we will need more as we grow and develop into Barrow.



So has anyone asked you recently? If not I'll ask "Fancy helping us with our fantastic work?"

Give the volunteer team a ring on 01229 580305 or email volunteers@stmaryshospice.org.uk

Community Neighbours



This service continues to grow with volunteers visiting people within their local communities.

The service is not medical it is purely to support

people's social and emotional needs, people who are living with advancing life shortening conditions.

A friendly face and a helping hand are greatly appreciated by both the individual and their families. For many families providing peace of mind that their loved ones are being supported.

Many people within our communities can become isolated by their condition with only medical professionals or carers that visit.

Even those with partners or family can often find that the diagnosis takes over, leaving a sense of loneliness and a loss of control.

A Community Neighbour is able to offer time to the individual, whether it be to chat over a cup of tea, reading a book, helping to sort something that may require a little more effort, going out for a short drive... We work with each individual to try and meet their wishes giving time for them as a person.

Many clients have said at first they were quite nervous meeting someone new, that they were not sure what to talk about... but after a couple of visits they have told us they really look forward to their Community Neighbour visiting and wouldn't be without them.

We have a fantastic team of volunteers but we would love to have more so we can reach more people in need of that friendly face.

"Being a neighbour for me is all about being able to help. I get a lot of satisfaction watching my client engage with others again and enjoy access to a world he thought had passed beyond his ability to reach".

As Sir Winston Churchill once said

'We make a living by what we get. We make a life by what we give'.

If you feel you have some spare time on your hands, it can be as little as one hour a week, if you would love to meet new people within your community, have a good listening ear and a friendly face, that's all it takes.

For further info please see our website www.stmaryshospice.org.uk or email neighbours@stmaryshospice.org.uk



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Blooming Good!



Hospice staff and volunteers joined forces with a team from Ulverston In Bloom to prepare the Hospice gardens for the prestigious Britain in Bloom Judges tour. Working through 28 degree heat the team of 8 removed weeds and cleared pathways to display the large grounds at their best.



Ulverston in Bloom is a voluntary group which looks after all of the planting in the Ulverston area. The small team of 12 plus volunteers work tirelessly 8 months of the year alongside other community groups to keep Ulverston blooming! This includes around 60 spots with tubs, planters, Jubilee gardens and planted beds around the town. The group also have an allotment at Dragley Beck where they grow and recycle some of their own

plants. Understanding the importance of conservation, the planting is as wildlife friendly as possible.



Last year the Hospice gardens were awarded the provincial insurance trophy. Speaking of our gardens Ulverston In Bloom Chair Kim Farr said "they're beautiful. When I was designing the judge's tour I knew you are an organisation that had a lot of volunteers and you show how the community get involved."



Calling all green thumbs!

Our large award winning gardens create a serene area around our Hospice for patients, families and the public to enjoy. Remarkably, our grounds are currently only tended to by our resident Gardener Steven with occasional volunteer support. So if you're a green thumb or looking to donate a few hours of your time a week to make a huge difference we'd love to hear from you. We also welcome corporate volunteering if your work team would be interested? We understand that time is precious that's why, if you allow your staff to spend some of that valuable time volunteering with us, we will work with you to find an opportunity that makes an important contribution to what we do, whilst also meeting some of the key aims of your business.

For information please contact our Volunteering team on 01229 580305.



How are we funded?

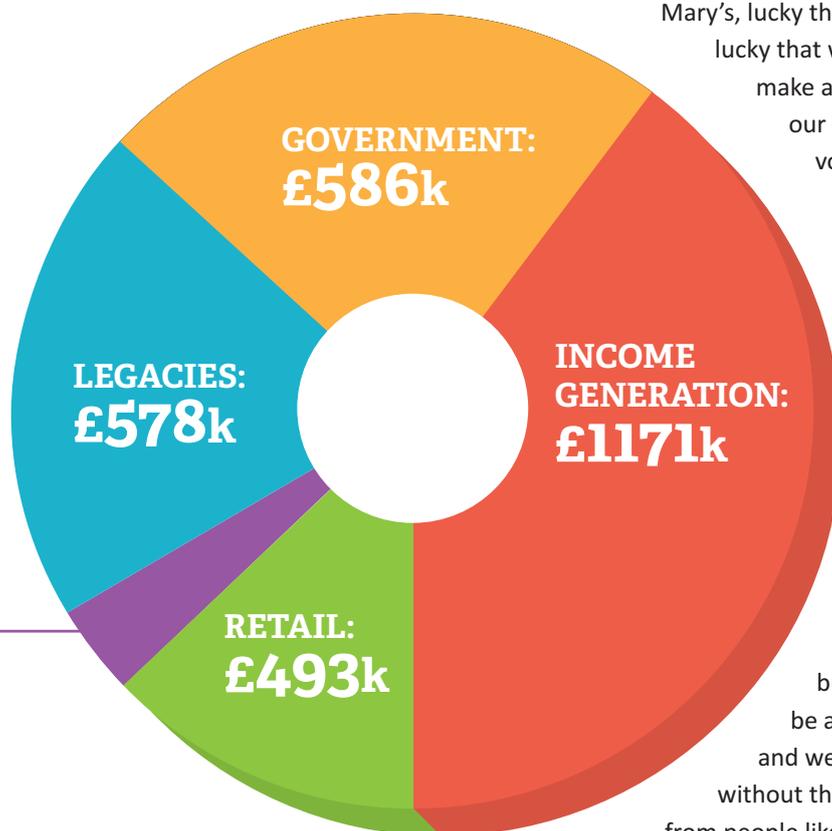
St Mary's Hospice was created to serve our community, often in great times of need. As this newsletter shows, we offer a wide range of services, wider than most people know but we often get asked 'where does our money come from?' So we thought we would show you exactly how your local hospice is funded...

As this pie chart demonstrates, our money comes from a variety of sources but the largest slice of the pie is income generation. Income generation is basically YOU, it includes events, challenges, corporate support, lottery, schools, clubs and societies and even the odd coffee morning. It's vast and it's fantastic but is not without its risk. We are very lucky at St Mary's, lucky that we have such amazing supporters, lucky that we have dedicated staff who want to make a difference every day to our families, our donors, our customers and our volunteers. However we also know that we do a great job in telling our story and thanking our supporters and that results in some fantastic press coverage.

The danger is that our community, our life blood, begin to think we are 'safe'. St Mary's have been here for 30 years, of course we will be here for another 30. We cannot take that for granted, the sands are shifting and we don't know what the future holds but we do know that there is going to be an increased demand on our services and we do know that we could not exist without the ongoing support of our community, from people like you. So thank you. Thank you for your support in whatever shape that takes. We feel honoured to have you as part of our story. Thank you for making moments that matter.

2017-18: ST MARY'S INCOME

OTHER:
£74k



Highlights from Fundraising

WOW..... What a year we have had in our fundraising calendar. This year we have introduced a few new challenges and we have been blown away with how much love and support there is in our community for St Mary's. Watch out for our calendar

of events that will be on offer in 2019 for our 30th Anniversary. We will have a full catalogue of challenges from the simple to the insane!..... For more information contact Mel at Melissa.dixon@stmaryshospice.org.uk



Team Fud



Girl Power!



Smiles for the Sponsor



Pretty in Pink!

Community spirit at its best all in memory of our loved ones we hold so dear to our heart. Images copyright and courtesy of Milton Haworth



Team Shirl



Hands up for the Hospice!



GSK Warrior

K2B, an event so close to our heart. We cannot thank everyone enough for all the support and love you bring each year



We are Family!

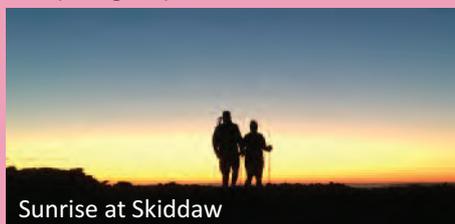


Well deserved pint!

A new and bespoke challenge to St Mary's saw 48 hospice heroes shed blood, sweat and tears to climb the UK's 4th tallest mountain (at night!!)



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Super Supporters Share Their Stories

Chelsea's story

After a two year battle with cancer, Chelsea Stevens' mum Karen Stevens passed away at St Mary's in 2016. They first heard about the Hospice from a relative who works here, Karen was apprehensive at first to go to the Hospice so they considered Hospice At Home.



"The Hospice At Home team were amazing, they are the main reason I keep fundraising. You can tell it's more than just a job to them. They were so friendly and kind, cause when you're panicking and your head's all over the place they help ground you and cheer you up."

Over the last two years Chelsea has done an incredible amount of fundraising from taking part in the Walk to Remember, to doing the Coniston to Barrow twice and even hosting her own fundraising events. "The first fundraiser I did was just after mum died. I was really nervous, if you do a charity night there's a lot of organisation that goes into it. The fundraising team here was great, they helped me sort the posters, tickets, collection buckets and the night sold out. We loved it, you had everyone who loved and supported you and your mum there."

[To anyone thinking of fundraising] "Do it. It helps so many people, if you look at the figures even £10 can make a huge difference. I would do anything for the hospice."

So what's next for Chelsea? "I'd like to do a skydive as my mum had always wanted to do one but didn't get the chance so I'd be doing it for her."

Fud's Army marches on



Image courtesy of Milton Haworth

Fud was diagnosed with bowel cancer in October 2016. Fud spent the last thirty days at St. Mary's where they worked tirelessly to make him comfortable and get his pain under control. Fud passed away peacefully, surrounded by his family on 11th April 2018.

The outpouring of love and support since his death has triggered 'Fud's Army'. What started out as his two sisters and nieces taking part in our 'Walk to Remember' quickly turned into 'Team Fud', with eighteen friends and family all registering. As the days went on, more and more friends and their children wanted to walk and the team grew to approx. 70 members walking proudly in his memory.

Fud's family shared "Our feelings towards the nursing staff and doctors as a recently bereaved family is more of a friendship for dedicated professionals who all went 'above and beyond' normal duties to ensure the wellbeing of our loved one, and we have no hesitation in praising and recommending the care offered to our loved on during and after a most difficult time.

We can never fully re-pay the hospice for their kindness, support and much needed services but hope through fundraising and raising awareness of the amazing work they do on a daily basis, we can help others in some way."

To date Chelsea, her family and friends have raised an amazing £7,100! Thanks to Chelsea and Team Fud for your efforts enabling even more families to have care, comfort and support when they need it most.



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Businesses ‘Giving Back’ to Their Community

The climate of the workforce has changed and we find more and more companies wanting to ‘give something back’ to the community in which they live and work. The benefits of developing a partnership with your local charity are far reaching. It can:-

- Increase job satisfaction
- Boost employee retention
- Reach new audiences
- Enhance PR opportunities
- Make a positive impact to your community and ‘give something back’

This year we have developed some fantastic partnerships with our local businesses. Below gives an insight into what a partnership can do for your business.

Getting your brand out there

Sponsorship has the benefits of getting your brand out to new audiences whilst getting the message across that you are ‘giving something back’ to your local community. ØRSTED, a leading offshore wind farm developer, which operates three projects off the coast of Cumbria have sponsored both our t-shirts and largest event of the year ‘Walk to Remember. A huge thank you to Ørsted and for reducing our costs so even more money can go direct to our care.



Image courtesy of Milton Haworth

Team Building

Event participation is a fantastic team building exercise that can boost morale, engage your chain supply and have a good time. This year GSK have put in a team for Total Warrior which demands team participation to complete the obstacles.

Cause related marketing



10 years ago Furness Building Society did something amazing and opened up St Mary’s Affinity Account. This is a special savings account for St Mary’s supporters. Each year FBS make a cash payment (from its own funds) to the hospice based on the average balance of the accounts. This year we received a staggering £105,417. It’s hard to know how to thank FBS, the difference they continue to make to St Mary’s and those in our community is immeasurable.

Show you care

Sterling recently made their annual donation in memory of one of their staff’s father who sadly passed away at St Mary’s. A gesture that shows a company’s human side.



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News in Brief

Stories from around the Hospice

Catering for every need

Our fantastic Catering team work hard behind the scenes to provide delicious meals to the Inpatient Unit and supply the Orangery with a superb range of dishes to keep customers happy!

Head Chef Vic Sharratt or one of his team go on to the ward every day to find out what patients really fancy for their lunch and dinner and go the extra culinary mile if needed!

You got a friend in me

We started an IPU Friend service to enable anyone to volunteer their time to keeping our patients company. This role resulted from some external research conducted with our patients about their experience whilst staying in the hospice.



They were asked what additional support would help make their stay even better on top of the wonderful care that they receive. Patients and families identified that it would be nice to have someone to socialise with the patient, maybe play a game, take them out of the building (weather permitting) or down to the café for a drink to get a change of scenery. If you're interested in becoming an IPU friend please contact our volunteer team, we'd love to hear from you.

52 tasks in 52 weeks!



Graham Jowett is St Mary's Chair of Trustees - this is a volunteer role where Graham brings his wealth of experience and expertise to the hospice. As well as leading all Board meetings Graham volunteered to further support St Mary's with 52 tasks across the year starting from June 2017 - and has now successfully completed 54!! This involved covering a range of activities from grass cutting to sharing his expertise in meetings, all activities that will benefit St Mary's - our patients, their families, our staff and volunteers in some way.

Do something wonderful today...



St Mary's will be launching a new approach to supplying Will Writing and related Advanced Care Planning issues including Financial Planning from September. Working with trusted local partners - including Poole Townsend, Thomson Hayton Winkley, and Napthens - St Mary's wills and legal advice service is here to offer advice and support to our supporters, volunteers and staff. We aim to offer a neutral space where people can get sound legal advice, all initial meetings being free. All the firms involved actively support St Mary's in our legacy and other fundraising efforts. If you would like to support the Hospice in this way please contact Geoff Steele on 01229 580305 or by email Geoff.Steele@stmaryshospice.org.uk.



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Education @ St Mary's



St Mary's Education team work hard to share best practice in end of life care, locally and nationally. The team have had a busy year with a growing number of courses and attendees, extending this to meeting with local solicitors to share knowledge and deliver "Advanced Care Planning and Communication Skills". The team proactively develop new projects and programmes focusing on training and supporting health care professionals and other clinical colleagues who work in vital settings such as community care and nursing homes. As part of promoting our increasing range of services, our education prospectus is available online and on request.

Comment from Care of the Dying Patient Education day delegate: *"More personalised end of life ideas/new ideas for relatives, very knowledgeable presenters, good presentations, easy to understand and communications skills really helpful, a brilliant informative day."*

Advance Care Planning and Communication Skills delegate: *"Fab day, thank you, feel really motivated!" and "Brilliant course, good course leaders and made the day fun and very informative."*

Dying Matters Café

Every year in May, Dying Matters and its members host a range of events and activities around the country with the aim of getting people talking about dying, death and bereavement and making plans for their end of life. This year we hosted a "Lost Art of



"Conversation Dying Matters Café." Over 30 staff and volunteers joined us to open up about the difficult subjects of death, dying and bereavement. There was plenty of cake and conversation!



Spirituality

One of our regular courses is the 'Spirituality Workshop' run by Carol Bradley Advanced Nurse Practitioner and Paul Elliston Family Support & Bereavement Supervisor.

Understanding a person's spiritual needs is an essential aspect of providing holistic care, particularly at the end of life, yet many people feel ill-equipped to discuss spiritual issues.

The course aims to demystify the nature of 'spirituality'. Put simply spirituality is as individual as each of us, it is about "who we are" and what makes life meaningful to us. People don't need to have a faith or be affiliated to a particular religion to experience spirituality or to be spiritual. Our past and future experiences throughout life help shape "who we are" and how we cope in the many situations we find ourselves in.



This course provides an exciting opportunity to explore spirituality in a fresh way.

If you would like more information on Education please visit www.stmaryshospice.org.uk

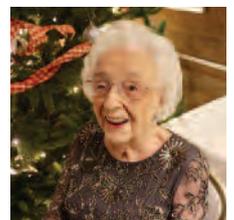
Thanking Our

WONDERFUL COMMUNITY...





Image courtesy of Milton Haworth



...For your continued support

We'd love to see your pictures whenever you're getting involved and supporting us. Please share these on our facebook, tag us on twitter or Instagram or email us at yourstory@stmaryshospice.org.uk. It's our chance to say thank you!

Gifts in Wills

Legacy gifts contribute on average around 15% of our running costs and play a significant part in the Hospice's ability to offer care and compassion for people with life limiting illnesses and their families. These gifts help St Mary's to reach patients across South Cumbria, supporting them at the end of their life with kindness, empathy and respect.

"I'm beginning to think I've probably been quite a nice person."

Trish Johnson was talking to her nephew when she spoke those words, surrounded by countless letters, emails and cards of good wishes from all over the country. Until that moment,



Trish hadn't realised how many lives she'd touched. To anybody hearing her story for the first time now, that impact would have been all too obvious.

This photo shows Trish in 1952 with her then-fiancé Roy. Married the following year, the pair moved

to Green Lane Farm near St Albans where Trish became Branch Instructor for the Aldenham Harriers Pony Club. She went on to teach horse riding for the Disabled Association.

When Roy's work led the pair to Manchester in 1973, rural life came with them as they moved to Midway House Farm in Congleton. It was here that Trish was able to nurture a passion for healthcare, rising to Chief Officer of Macclesfield Community Health Council by the time she retired in 1991.

Trish and Roy settled in Grange in 2000. There, Trish would immerse herself in local community groups and make friends for life. The Choral Society, Cartmel Art Society and several Scottish Dancing groups knew Trish as a constant and passionate contributor. She also found time to volunteer with young readers and at Cartmel Priory.

Trish had visited a number of friends at St Mary's Hospice over the years and was clear that this was a place of great comfort and love. When the time came for her and her family to prepare for her own death, she could think of no better place to go for advice and support.

By leaving a legacy to St Mary's Hospice in her will, Trish ensured that more patients would know the same outstanding quality of human care that she had. 24% of our costs have been funded by legacies over the past five years, so by following the example of Trish and others like her you can make a difference not just today, but for years to come.

If you would like more information on Gifts in Wills please contact Geoff Steele via Geoff.Steele@stmaryshospice.org.uk

Lottery



A kiss is a promise, a kiss is acceptance, a kiss is a bond, and the knowledge I'll be there. For some the

idea that one night, that kiss will be their last adds to the feelings of grief.

St Mary's now create kisses for keeps. A laminated kiss the family can keep. A memory we seal to create a moment that truly matters.

By joining our weekly lottery you can help many more families receive their

kiss. For only £1 a week you can support the amazing work at St Mary's. Play online, via our app or simply send in this form. Please either drop the application form in to our reception or post to it back to us. Thank you!

1st prize:

£1,000

2nd prize:

Rollover starting at £200 & peaking at £10,000 where a winner will be guaranteed

3rd prize:

£200

4th prize:

£100 Plus 10 cash prizes at £20

Drawn every Friday

(Please note that players must be 16 years or over)

Want to offer a little more help? Send me details about others way I can help

1. YOUR DETAILS

Title:

Full Name:

Address:

.....

..... Postcode:

Tel: Mobile:

D.O.B:

Email:

Your consent to play and data protection

Your data privacy is important to us.

St Mary's promise is never to sell or swap your details with third parties. You can withdraw your consent to be contacted at any time by calling 01229 580 305 or by emailing info@stmaryshospice.org.uk

For more information about how we protect and use your personal data is set out in our privacy policy www.stmaryshospice.org.uk/about/data-protection

- I would like to receive marketing information from St Mary's Hospice by post
- I would like to receive a courtesy email to establish how I would like to hear from St Mary's Hospice and what information I would like to receive
- I DO NOT want to receive any communication from St Mary's Hospice

2. PAYMENT

How many £1 entries would you like each week?

How often do you want to pay?

(Please tick payment frequency below and write amount above)

- Monthly = £4.34 Every 13 weeks = £13
(Direct Debit only)
- Every 26 weeks = £26 Every 52 weeks = £52

3. SELECT YOUR PAYMENT METHOD

Direct Debit

Please fill in the form and return it to St Mary's Hospice. Name and full postal address of your Bank/Building Society

To the Manager:

..... Bank/Building Society

Address:

.....

..... Postcode:

Name(s) of Account Holder(s):

Tel: Mob:

Branch Sort Code:

Bank/Building Society Acc No.:



Instructions to your Bank/Building Society. Please pay

St Mary's Hospice Direct Debit from the account

detailled in this instruction, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with St Mary's Hospice and, if so, details will be passed electronically to my Bank/Building Society.

For office use only- This is not part of the instruction to your Bank or Building Society. You are covered under the Direct Debit Guarantee Scheme, and should refer to your Debit confirmation letter for details of the Guarantee.

Service User Number:

Reference:

Signed: Date:

Payment by cheque

I enclose a cheque payable to 'St Mary's Hospice'

4. YOUR CONSENT

I can confirm I am over 16 D.O.B.:

Signed: Date:

Legal Requirements: St Mary's Hospice is registered with the Gambling Commissions under the Gambling act 2005

www.gamblingcommission.gov.uk. **Lottery Promoter:** Val Stangoe.

Registered Charity: Hospice of St Mary's of Furness 517738.

St Mary's is a member of the Hospice Lotteries Association and is committed to using our lottery to fundraise responsibly and to work together to encourage responsible gambling and access to support if needed. Responsible Gambling Trust (Tel: 0207 287 1994 www.responsiblegamblingtrust.org.uk) and Gamcare (Tel: 0808 802 0133 www.gamcare.org.uk) provide such support if needed.

New Look Orangery Café Welcomes Public

This year our Orangery café reopened with a bold new look thanks to graphic designer Kerry Wielkopolska of Polska Designs. With a new logo, new menus and a complete makeover the Orangery has been busier than ever.



Located at the front of the Hospice in Ulverston, the Orangery boasts stunning views over the garden to Morecambe Bay. Open 7 days a week, 10.30am to 3.30pm, it acts as a social hub where the public can enjoy a delicious range of light bites, hot and cold sandwiches, daily specials, scrumptious cakes and a variety of drinks. There are always gluten free and vegetarian options on the menu.



St Mary's Café Manager Clare Tyson said "You don't always have to climb a mountain or run a marathon to support the hospice, you can eat cake too."

At the foot of the Hoad the Orangery is the perfect place to visit after a walk, dogs are welcome to join you on the terrace or you can park up on the adjoining car park and stroll straight in through the café's double doors. Clare added "We have patients, families coming here but most visitors are members of the public. Previously I think there has been a misconception that you have to have contact with the hospice to visit the café, but it's not like that. We're just a regular café - all be it with exceptional food and service!"

The café also provides a gift shop full to the brim with fabulous gifts. Caroline Welch Head of Retail at St Mary's added "The gift shop runs alongside the Orangery café with some fresh new season stock, every penny spent in the gift shop goes directly to support the Hospice so if you have never visited before why not come and have a look?"

Don't just take our word for it!

We're proud to say our new look Orangery café has had glowing reviews with the Mail Food Critic Louise Allonby saying "I can't speak highly enough of the Orangery. It's easily one of the best cafes in the area, supporting one of the very best causes. If you haven't already been, I urge you to get yourself there!"



A Bit More Shop Chatter...

We've been rather busy since we last caught up...after last year's warehouse move you would think we might take a breather...not likely...have you met the Head of Retail!?!

The big news this year must be Millom Shop refurbishment...if you haven't visited this shop then you are missing an absolute gem! As with our other refurbishments there is a familiarity about the shop that is comforting...you know where you are and you know the quality you can expect. However, don't underestimate the differences and what effect they have on the overall look and feel of the shop...we have a saying in retail that relates to a lot of what we do...SIMILAR BUT NOT THE SAME!



There are many charity shops dotted about your high street these days. We share some similarities with them but we are definitely not the same...likewise with our own refurbished shops.

The feedback from staff, volunteers and customers has been amazing and who can blame them? The quality of the goods on sale matches the quality of the environment...why not take a little trip and sample it for yourself?

Christmas cards...often a contentious issue...especially when it comes to local scenes, we've done our best to please everyone but it was never going to be easy when you have 5 different shop locations and only one local scene!

When faced with a problem retail don't give up, we take a collective deep breath and as a team we say...HOW CAN WE MAKE THIS WORK?

I've got to admit we may look a little strange...but don't knock

it till you've tried it! Deep breath...exhale and say quickly...a bespoke card for each shop location! If you say it quick enough it's not scary at all!

So that's what we've done...A BESPOKE CARD FOR EACH SHOP LOCATION...how amazing is that?

We couldn't have done it without our generous sponsors; Charnley's Home and Garden, Steeles Removals, Priory Plaice Fish and Chip and The Hazelmere Café...their support ensures even more money from the sale of the cards benefits patients and their families. Words can't describe how fantastic they are...they're all so different...I love them, do you? Don't panic, if local is not to your taste we have a range of 6 more traditional Christmas cards. Cards will be available in the shops from early August.

If you thought we had surpassed ourselves with 5 local Christmas cards you had better sit down now!

St Mary's Hospice Christmas bauble...the idea of a bespoke Christmas bauble has been around for a while and we've looked at so many different options, none seemed right for our wonderful hospice...until now that is!

I'm not exaggerating when I say we nearly cried with happiness when we took delivery of our bauble...it is everything we wished for...and more! The excitement was almost visible in the air...dancing mischievously around us as we lifted the lid and viewed the bauble for the first time...such a beautiful object!

The limited edition bauble can be bought from our Gift Shop at the hospice and our Ulverston shop, it will also be available at any events we attend (until they sell out!) - price £10.

If you would like to join the retail team as a volunteer why not get in touch... support us in other ways by following us on Facebook, Twitter and Instagram. When the shops are closed you can still buy from us... check out our eBay shops... hospiceofstmaryoffurness and stmaryshospicefurniturewarehouse.

Christmas Cards 2018

The greeting inside each card reads:
With Best Wishes for Christmas and the New Year



Diaries

Available in Red, Aqua, Green and Orange
£2.00



How to Order:

The easiest way is to order online via our website
www.stmaryshospice.org.uk Or via our ebay shop search for

“hospiceofstmaryoffurness” Or visit any of our shops in
Ulverston, Dalton, Grange, Millom and Barrow.



Snow Quartet

150mm x 150mm
10 cards per pack, £3.50



Robins on Wellington Boots

150mm x 150mm
10 cards per pack, £3.50



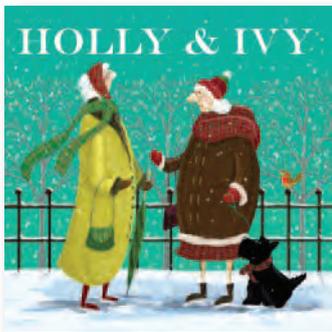
Merry Christmas to Ewe

150mm x 150mm
10 cards per pack, £3.50



Fun Hats

150mm x 150mm
10 cards per pack, £3.50



Holly and Ivy

150mm x 150mm
10 cards per pack, £3.50



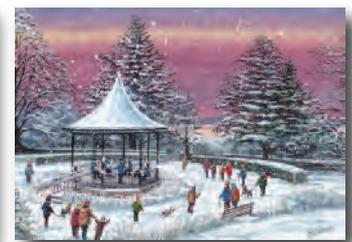
Singing by the Tree

150mm x 150mm
10 cards per pack, £3.50



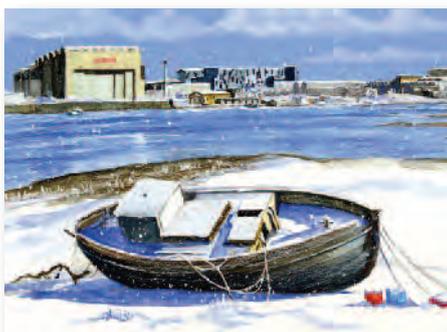
St George's Church Millom

173mm x 123mm
10 cards per pack, £4.00



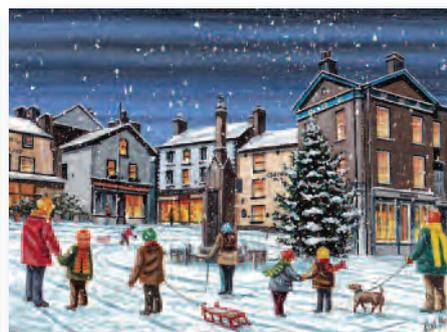
Grange in Winter

173mm x 123mm
10 cards per pack, £4.00



Barrow Shipyard from Walney

173mm x 123mm
10 cards per pack, £4.00



Ulverston in the Snow

173mm x 123mm
10 cards per pack, £4.00



Dalton in Winter

173 x 123mm
10 cards per pack, £4.00

Celebrating 30 years! And looking forward to the next thirty!

For St Mary's 2019 is an exciting landmark year as we celebrate our 30th anniversary! We are grateful to all our supporters who have, over 30 years, constantly helped us to raise funds ensuring St Mary's Hospice and our cherished services continue to be here for our community. We work hard to make moments that matter for patients and loved ones living with life-shortening illnesses. This is at the heart of everything we do and behind this is your support.

In 2019 throughout the year we will be celebrating our past and looking to the future, focusing our Living Well activity and enabling many more people across our catchment area to access the wider



range of services we have. So from Fundraising events to volunteering opportunities, a specially commissioned series of anniversary videos, we will be sharing the latest updates to find out what's coming up and the many ways to get involved.

We're on the lookout for your help to share an insight into how St Mary's has

made a difference. It's the heart-warming stories of families, staff, volunteers, fundraisers, Trustees from over the years that we want to share. Our unsung hospice heroes and milestone moments – 1989 the first patient admitted in June, 1990 Princess Diana's visit, 2008 Hospice at Home service set up, 2014 the opening of the Cavendish Wing – that we want to remember and celebrate.

If you have any photos or a story about St Mary's that you would like to share, please get in touch via yourstory@stmaryshospice.org.uk. This will enable us to share St Mary's special role at the heart of our community.





Lakeland's Local LANDLORD

**Proud to sponsor
St Mary's Hospice
for providing amazing
support in the
community.**

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