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Living Well Centre

Community Magazine 2019

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Welcome again to the VOICE, St Mary's Hospice annual newsletter and Annual Report. As always we reflect on the year behind and look forward to the year ahead.

And what a year it's been! 2019 is the anniversary of 30 years of providing care at St Mary's Hospice. So many things have changed since the hospice's doors first opened. And this anniversary makes it timely to think about how we need to change to make sure we can both stay relevant and keep running for the next 30 years. We continually need to ask ourselves 'How can we best use our staff's skills to benefit most people?' and 'How can we work differently to make a difference?'

One of our new ways of working is the St Mary's Living Well Centre in Barrow which we first mentioned in the VOICE 2018. This building opened in November 2018 and over the first six months the number of people using the building each month rose to 250. This building is a hub where people with advancing illness and those who have been bereaved can get together, free of charge, and join in with arts and crafts groups; take part in exercise classes; join a singing group or just hang out, drink tea and chat. Complex illness often brings difficult symptoms but that shouldn't have to stop you meeting new people, learning new skills or taking part in activities you love. Why should your life shrink because of illness?



Already feedback from people using the building is that they are making new friends and have fun while improving their wellbeing. Exactly what we were aiming for! Many thanks to all the partners who help make this happen including: Neurological Alliance, Stroke Association, Carry on Breathing, Barrow ICCs, Furness General Hospital, Furness Carers, Barrow Loves Dementia, Barrow Leisure Centre, Barrow Adult Education, Barrow Borough Council and all the great volunteers who help out.

Over the next twenty years people will be living for longer. That's great news but many of those will live longer while struggling with health problems. So if St Mary's Hospice is going to keep **making the difference that matters most** we must raise more funds each year to offer more support.

As part of that, this year we're asking if you and your family can be part of making the difference that matters most too. Will your household join our Regular Giving programme to increase our funding so we can continue to be there for everyone who needs it for the next 30 years? We offer care and compassion so that everyone in South Lakes and Furness affected by advancing illness can have comfort, choice and dignity. Please let's not leave anyone behind.

Thank you for being our supporter,

Val Stangoe
Chief Executive

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Dear Supporters and Friends,

St Mary's Hospice has delivered care across this community for 30 years and during that time has touched, and been touched by, the lives of thousands of people. That's why it has been so shocking and saddening to us, and I am sure to you, to find ourselves in a position where we have had to suspend admissions to our hospice beds because we've been unable to recruit a senior specialist doctor to take responsibility for our inpatient unit.

Over recent years, the number of doctors available nationally has decreased and palliative care has been an area where numbers have particularly dropped. Doctors with more than five years of experience of palliative care, as needed for this job, are becoming rarer. Without a doctor like this we are sadly not allowed to provide care to patients in our beds.

Please know that everyone at St Mary's Hospice is committed to reopening these beds as speedily as possible and we are doing everything in our power to fill this post.

However, in the meantime patients and families still need support, so over the next three months we will be.

- Working with local health organisations to see how we can support those people who need to be cared for in a bed.
- Using some of our clinical team to expand our Hospice at Home service so it can reach out further into the community to support people in their own homes and in care homes.

When you look through this magazine you'll see examples of all the other kinds of support and services we provide to our community. More than 85% of our referrals are for services delivered outside of a bed. All of these services will continue or expand during the three-month period we've allocated to solving this problem.

We have to be honest and say we just might not be able to fill that post and be able to support patients in our own beds 24 hours a day 7 days a week in future.

So during this period we'll also be working with our staff and with you, our supporters, to find out what other things we can do, or do more of, so we continue to make a difference for you and your loved ones when it matters most for the next 30 years.

We ask you to have patience and keep supporting us. We will always use the funds you give us to make a difference for our community in whatever ways we can.





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Hospice at Home and Care in the Community

"My mother was able to pass away comfy in her bed, without pain, surrounded by her family at home"

St Mary's Hospice at Home service exists to support people who want to stay at home to the end of their life. As every home is different the first job is to listen to what this person and their family need.

"I was able to speak at length and I was listened to."

"They listened to my concerns"

Then the team makes plans for how best to offer support. Sometimes this might mean visiting to provide a listening ear and emotional support. Sometimes it means helping daily with personal care and hygiene. Other days the team will be working with District Nurses and GPs to manage difficult symptoms. Families say one of the most important things for them is having someone available with experience of supporting people who are dying.

"The nurse's cheerfulness and professionalism really helped towards the end"

The team can also offer Nightsitters to stay in the home overnight so family members can sleep or Day Respite so a family carer can attend an appointment, or simply go out for a walk or meet with friends for a while.

"Amazing support. The night-sitters made it possible to carry on."

Our team works closely with GPs, Community Nursing Teams and Specialist

Nurses to make a single team stretching across the community. The service is paid for by money our wonderful community raises for us combined with funds from the local NHS.

Working with Care Homes:

With a little bit of extra money from the NHS this year we've been able to spend extra time in a few local care homes. We've been exploring the best way to work together to improve care at the end of life for people living in care homes by supporting them where they live. By doing this we hope to stop people having unnecessary admissions to hospital.

One of our Advanced Nurse Practitioners, Carol Bradley, is leading this project and has worked with care home staff to look at how residents can share their wishes for their end of life, what kind of care they might need, how symptoms can be effectively managed and what other services can do to help. Hospice at Home are able to provide support including working alongside care home staff and community nursing teams when a resident is dying to help with symptom management. Hospice at Home can provide night sitters if that is needed.

Carol said "It has been about building the knowledge and confidence of care home staff while working with them in their own environment, rather than taking staff away to learn. This has meant that we have been able to work together on real situations and benefit residents and their families directly, there and then."



Providing Support for People Living with Motor Neurone Disease:

Carol Bradley is also involved in supporting people living with Motor Neurone Disease (MND) in the community, alongside the Preston MND team. The Royal College of Nursing writes that "MND is a complex condition that requires a wide range of support and advice from a variety of health and social care professionals. It is a life changing illness and its rapidly progressing symptoms and the effects of them can be difficult for the person with MND and their family and friends to adapt to".

Carol attends 3 monthly MND clinics held at St Mary's and visits patients at home if they are unable to attend clinic. She provides a local contact and support point for patients and families, liaising with GPs and other health professionals as required, and linking people into hospice services as appropriate as they wish.



Centre awarded for business partnerships



We are proud to share that the St Mary's Living Well Centre, Barrow-in-Furness has won Charity of the Year in the 2019 E3 Business Awards, held at the University of Bolton Stadium on Thursday 11th July 2019.

St Mary's Living Well

Centre has been thoughtfully designed to create a community space where people living with long term illness can go to focus on their wellbeing and independence through enjoyable activities. It makes it easier for people to find community organisations which offer services which support their conditions.

Val Stangoe, St Mary's Chief Exec: "We entered on the back of the partnership work in the Living Well Centre. We believe this shows a way to work sustainably to support communities."

The centre has been selected from a multitude of nominees, and was shortlisted to the final five before winning the prestigious NW Businesses Charity of the Year category.

Val Stangoe: "There were five other fantastic charities in the final so winning feels amazing. I'm absolutely delighted to see the partnership working at the Living Well Centre validated. This award is for all our partners."

St Mary's award winning centre enjoys partnerships with: Neurological Alliance, Stroke Association, Carry on Breathing, Barrow Loves Dementia, Furness Carers, Barrow ICCs, MBHT, Adult Education, Barrow Leisure Centre, St Mary's Hospice Family Support and Bereavement Service, St Mary's Hospice Living Well Service.

Royal stamp of approval

HRH The Earl of Wessex visited staff, volunteers and community groups on Thursday 13th June at St Mary's Living Well Centre, Barrow-in-Furness to officially open the vital centre.



St Mary's Chief Executive, Val Stangoe said: "It is an honour to have a member of The Royal Family open the St Mary's Living Well Centre. This building has been created as a joyful, friendly space for people living with all kinds of illnesses. We want to raise its profile so everyone in Furness knows they can come here to join in activity. Who better to help us raise that profile than The Earl of Wessex?"



The Earl of Wessex had a guided tour of the centre and saw the types of activities and services that the Living Well building has the flexibility to accommodate within the

Barrow community. This visit showcased: living well exercises, art and complementary therapy, family and bereavement support, community neighbours team and the benefits these activities bring to attendees. We were delighted to be joined by partners in the centre: the Stroke Association Group, Neuro café and the Carry on Breathing Group.

With special thanks to our funders including Sir John Fisher Foundation and Ørsted.

Living Well Afternoon

Our Living Well afternoon is a friendly group for those people who are more restricted due to their illness to come together at intervals to spend an afternoon socialising and having fun. We often have local people generously donate their time to come in and talk to our groups.



Mandy from 'Little Beasts'



The Owl Sanctuary

Move more and relax and Living Well Programme

Our Move More and Relax group offers gentle chair based exercise using adapted techniques to meet individual needs.

In the Living Well Programme, groups of patients and their carers come together for one afternoon a week for 6 sessions to learn practical tools and techniques to help them cope with illness and enhance their wellbeing.

Yvonne, attendee "Ed [my partner] has Parkinson's and that was mentioned. We just self-referred. I liked that we could come as a couple. I'm not the ill one but I could come too."



Ed added "I think it has been marvellous. In January I had this accident and I fell outside. I damaged the soft tissue in my leg. It's not healed yet, the first week we came here the pain went."



To find out more about our Living Well Centre and programme of activity please visit our website www.stmaryshospice.org.uk





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Bereavement Craft Group

We were delighted to hold our first six week Bereavement Craft Group at our lovely Living Well Centre in May. The group aimed to give people the chance to meet other people in a similar position to themselves through being creative as well as restoring self-esteem, encouraging relaxation and minimising anxiety and stress.

Members who attended the craft group explained "It's been exceedingly helpful. It's meant we can do something constructive at a time when we might not have been" and "I've definitely benefitted from the groups, it's just something to get out of the house and meet folk in the same position."



The six weeks went extremely fast and members have now agreed to continue to run the craft group themselves each



Wednesday afternoon at the centre... how fantastic! Our next craft group is planned for October 2019!

The launch of our Bereavement Café

We recognise that grief and loneliness often go hand in hand.



The aim of the bereavement café is to begin to tackle the loneliness associated with grief through providing a drop-in session for those coping with bereavement within the community. The drop-in is not designed to be a counselling session; it is a supportive environment for reflection and conversation, a place where people will be able to find mutual support and encouragement when they need it most.

The Bereavement Café will be held the first Thursday of every month 10am- Midday in Asda Café, Barrow. Pop along for some company and a cuppa!

Online Bereavement Support

In July 2017 we launched our Bereavement Support group on Facebook recognising that many people find support online really helpful. Since July 2017 the group has grown in number and we now have over 80 members.

One member of our online group explains-



"I have found the group extremely helpful especially in the early days and months of my bereavement journey. It was really helpful to chat with others online who were in a similar position as myself. I found weekend and evenings particularly difficult and being able to find support through the online group made such a difference."

"I also regularly attend the monthly coffee evenings at the hospice. It is lovely to chat face to face with those I have talked to online who I now consider my friends."

"With the support of the online group, staff and volunteers at the hospice I have found the strength to remember with love rather than sadness."

If you would like to access bereavement support through the St Mary's Hospice online group please log in to Facebook and search for St Mary's Hospice Bereavement Support.



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Make, Do and Mend

Celebrating 12 months of support, friendship and creativity!

Wow what a year it has been! Make, Do and Mend was launched in August 2018 and 10 workshops have been completed, supporting over 50 people! The workshop provides a chance for bereaved men and women, those caring for their partner or loved one or those living with their own advancing illness to come together to share experiences, ideas and enthusiasm, and ultimately, to help each other through loss.



The workshop offers an opportunity for people to pursue practical interests and projects such as recycling furniture from the hospice warehouse, either as a group or on their own. If they prefer, people can simply come and have a cup of tea and a chat with a member of the Retail and Family & Bereavement Support Team. One gentleman who attended the Make, Do and Mend workshop wrote the following poem to reflect on his experience at the workshop-

*Another Wednesday in the warehouse kitchen
Instant coffee with strip light
Concrete cold through our shoes
Talk of the week gone with almost friends
We take an old table to pieces
Strip it down
Lay the lonely bits wide across the stone
Hinges, shelves, handles, legs, screws, planks*

Bits of something else-something that was once complete

*Sanding down
"You do the legs"
Hard rubbing till smooth. Clean
Sawdust in your face, your hair
We smile at each other beginning to understand*

*A grey first coat then rolling on sticky yellow, touching corners with the brush
"Let it dry... patient... let it dry.....Another coat.
Getting there?"*

You try to imagine getting there

*Wipe down.... Into the warehouse
We recognise the fragments on the floor
No longer fragments
Now together
Smoothed, painted, cared for
They can start again.*

We are excited to be holding workshops regularly over the next 12 months, for the latest updates please follow us on social media or visit our website.

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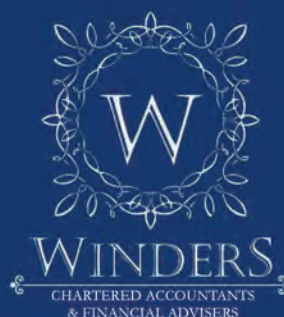
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Creating Kind Communities



Community Neighbours is a volunteer led service supporting people within the local community for

those with advancing illness. We are fortunate to have a dedicated team of volunteers covering a large footprint from Walney, Barrow, Dalton, Askam, Kirkby, Millom, Broughton, Ulverston, Grange and Windermere. Where we have volunteers we can support people within the community.

Currently we have almost 40 volunteers within Community Neighbours and looking continually to grow as a service to enable us to reach more people.

Community Neighbours started within St Mary's Hospice in 2014 as a grant funded project, being one of the early hospices to offer this service, it is now one of the many funded services that St Mary's Hospice provides. Over that time we have been able to increase our volunteer numbers and have supported many people within local communities.

Our volunteers commit to giving their time once a week for around an hour. The role is purely social and all about that friendly face and a helping hand. Providing someone with dedicated time just for them can have a wealth of benefits.

"I now have a Community Neighbour volunteer, it is lovely, straight away we hit it off and she is like a friend we get on very, very well. We go out for a coffee, we talk, it helps just talking, makes me feel better."

Community Neighbours is for those who have advancing illness and are becoming more isolated within their own home. We appreciate that there may be Medical Professionals, District Nurses or Home Carers visiting, but our Community Neighbours are able to give that protected time that maybe doesn't feel so time limited. The service can also be a

welcomed support to family members knowing that there is someone regularly calling in;

"I would like to thank you all for the support and kindness you have shown mum since she has attended the hospice. Particular thanks to Sarah whom mum has built a trusting relationship with and whom mum has become extremely fond of"

Each of the visits are individual to the person's needs, whether it be just chatting over a cup of tea, going out to a café, or a small shopping trip, sitting out in the garden, playing a game, picking up on interests or reading a book.

If you are someone who could benefit from a Community Neighbour, or you know someone who would benefit please contact **Karen Higgs, Community Neighbours Coordinator, 01229 580305**. You can self-refer or ask for support from a family member, their GP or District Nurse to make the referral.

Our volunteers host a wide range of skills and together provide vital support within their communities. The volunteer role is supported by regular catch ups and information sessions.

"I can only say it's been a positive experience"

"It is amazing how our chats and laughter is good for both of us"

"We all have something to give each other and benefit from it"

If you feel you have that friendly face or helping hand that makes Community Neighbours such a valued service please get in touch.



What a difference volunteers make



From the very start, in the late 80s, volunteers have played a major part in our hospice. Firstly raising the money to get a hospice opened. When it did, 2 or 3 volunteers would help in the building with anything that was needed; making a cuppa, doing some ironing, arranging flowers, helping visitors.



So volunteers have been part of the hospice team since the start and the part they play has grown and grown over the years. As the hospice has grown then so has the number of volunteers, quadrupling our team so that we can offer more varied types of services, support more individuals, keep the hospice functioning and raise the money needed to keep us here.

We now have nearly 350 volunteers who regularly help in over 25 different roles. The things volunteers do now has changed considerably and some offer very specialised skills that help people when it matters most. All our volunteers want to help, they love being with people and making a difference. Volunteering gives people something to do, a chance to get out, meet people and to see the difference they can make to people's lives when it is most needed.



Here's what our volunteers say about being part of the St Mary's team:

Kate, In-Patient Meal helper:

"I volunteer an hour per week and although it is a small role, I came to realise that the littlest things can make the biggest difference."



Monica, Receptionist:

"The reason why I enjoy this the most is because when you've retired I feel like you need structure in your life and that's what volunteering does to my week. I also like meeting people."

So now we are looking forward to the next 30 years and the part volunteers play will only grow as the hospice develops to meet the needs of our ageing population. We rely on people giving their time for free so we can reach more people in more places helping them through their lives.

Anne Atkinson, Head of Volunteering and Community Engagement says: "We have some wonderful people in our community who choose to help us. They make a difference in every area from the garden to the shop sorting room. They are our greatest ambassadors and most of all they care about what we are all doing and who we are doing it for."

So do you want to make a difference to your or someone else's life?

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

A thoughtful gift

Here's Low Furness School treating our volunteers with goodies to enjoy a well-deserved tea break!



Inspiring Communities

Art students tackle taboos



We wanted to celebrate our 30th anniversary with something different so we approached Barrow VI Form College to see if they would be interested in an art project with a view to holding an exhibition during the national Dying Matters Week in May 2019. We chose the theme “Ageing & Loss”, a difficult subject to talk about openly but we wanted to spark conversations with visitors and viewers and the artists themselves.

One of our Family Support and Bereavement Volunteers, Alyson, ran a session to explore ageing and dying then Vicky Shaw the art lecturer developed the project over the autumn term as part of the Level 3 CTEC student’s coursework. They also visited the hospice to have a talk and a tour, a place many had never really known or thought about. Unfortunately even at such a young age some of the students have been affected by illness and

death so knowing the hospice is there to help with bereavement is a comfort.

Seeing the artwork develop and to be able to engage with the young artists and talk to them about their reasons behind the work and what it meant to them has been insightful. Here are some of the student’s thoughts:

“I decided to create paintings and drawings of one of my cats because I lost my Mam in 2015. It is still a bit raw for

me so I thought if I used animals as subject matter it would be easier and not too upsetting”.

“I chose to specifically focus on memories. The painting pieces are quite abstract but are meant to illustrate how memories fade over time, with the faces blurred out to help convey this”.

“My drawings however explore symbolism; I drew three sisters with different tattoos symbolising time passing and death”.

The exhibition was held in the Living Well Centre in Barrow and about 60 people attended and viewed the work and we had lots of coverage on social media. Some of the comments about emotions that were triggered when viewing the artwork revolved around fond memories, admiration for the talent, coming to terms with loss, sadness and different ways to express loss. It was a success and a unique way for people who we would not normally come into contact with, to get involved and see who we are and what we do.





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**Many congratulations to all at
St Mary's Hospice on your 30th Anniversary**

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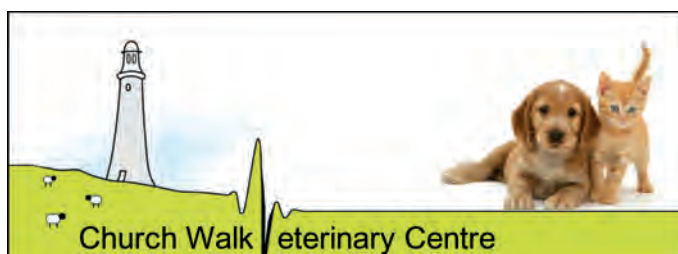
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30 for 30 Stories

30 years of caring ... where so many people have played a part in so many ways!

2019 sees St Mary's celebrating our exciting milestone of 30 years of providing care, kindness and support. We're keen to honour the extraordinary spirit of the hospice as shown by our staff, volunteers, patients, families and friends and our community, with 30 weeks of activity. This started with a Thank You Day on 1st March, our biggest ever Walk To Remember and a royal visit!



We've also been busy sharing your stories: 30 stories for 30 weeks – released one a week on our website - sharing a personal insight from an amazing variety of people. We've been privileged to hear and share these special stories. Here's one from our first paid member of staff Shirley Clarke ...

Shirley's Story

"I enjoyed it, I loved it, I would still do anything for the hospice. I consider myself very lucky."



When the role of Appeals Coordinator came up in 1986 it was suggested Shirley apply for this vital position – which was St Mary's first ever paid role to help make the hospice's dream

become a reality. Shirley talked to local businesses, potential funders, started activities including the raffle, mail outs, tea dances every Wednesday afternoon in the Coronation Hall, which were very successful! Shirley travelled to the edge of our boundary including the last night of her role at the Three Shires in in Langdale working tirelessly to secure any opportunity to increase St Mary's funds.

Shirley was moved to help St Mary's as both of her parents had cancer and there wasn't any support, which meant Shirley had to leave school at 15. Shirley was also inspired by her husband a physiotherapist and her daughter Alyson as a nurse. And when St Mary's was up and running Shirley's other daughter Lisa also helped to set up the kitchen, ensuring she talked to each patient, asking what they wanted to eat and making it especially for them.

For the royal visit, Shirley sent out all the invitations. And helped Lord Cavendish with introductions when Diana visited, Shirley fondly remembers how Princess Diana talked to the patients.

When looking at St Mary's now Shirley adds: "It wasn't anything like this. There weren't single rooms, patients had to share two or three beds to a room. The nursing was more formal and strict!"

Shirley had Hospice at Home for her second husband, adding: "they were absolutely wonderful I couldn't praise them enough."

Shirley says of her time and contribution to St Mary's: "I enjoyed it, I loved it, I would still do anything for the hospice. I consider myself very lucky."

St Mary's has now helped approx. 20,000 people, "It was what we always dreamt of." Shirley is proud of the success of St Mary's and is keen for us to now push on and help 30,000!

Please visit our website: <http://bit.ly/StMarys30for30> to read more inspirational stories.

Our Fabulous Fundraising Community

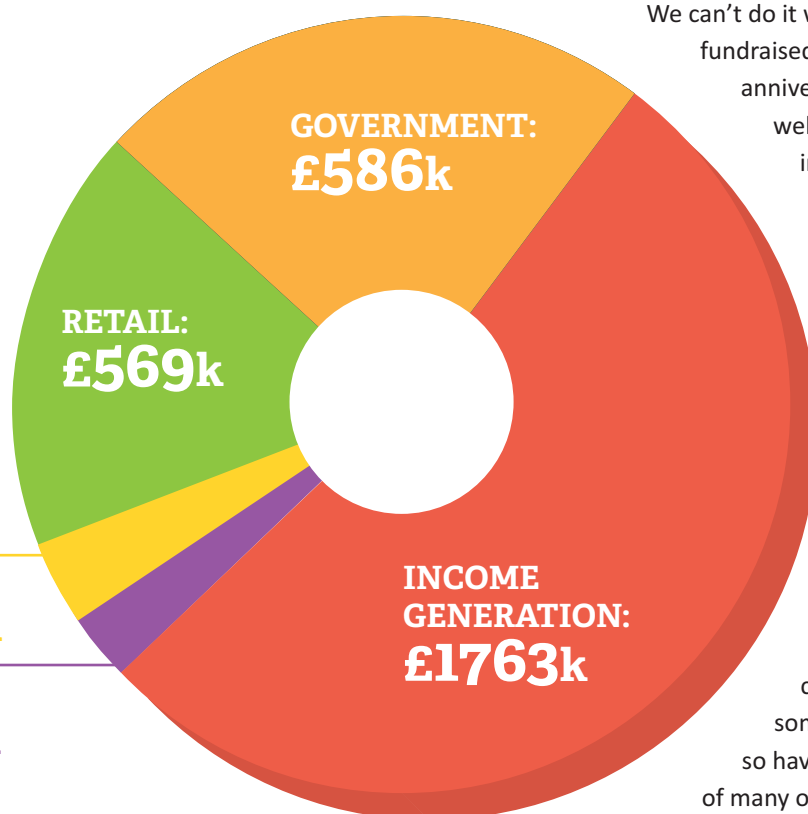
It costs £3.2 million each year for St Mary's to provide support and care for those in our local community affected by advancing illness.

Only 18% of the cost of our services are funded by the government which means we face a huge challenge every year to ensure we can be there for all those who need our support when they need it most.

2018-19: ST MARY'S INCOME

CAFE:
£140k

OTHER:
£102k



We can't do it without you. Year on year you have fundraised with us and for us and our 30th anniversary year has been no exception. As well as supporting St Mary's as customers in The Orangery Café and hospice shops, playing the lottery and thinking of us when creating your legacy, you have got behind and lead a multitude of incredible fundraising activity.

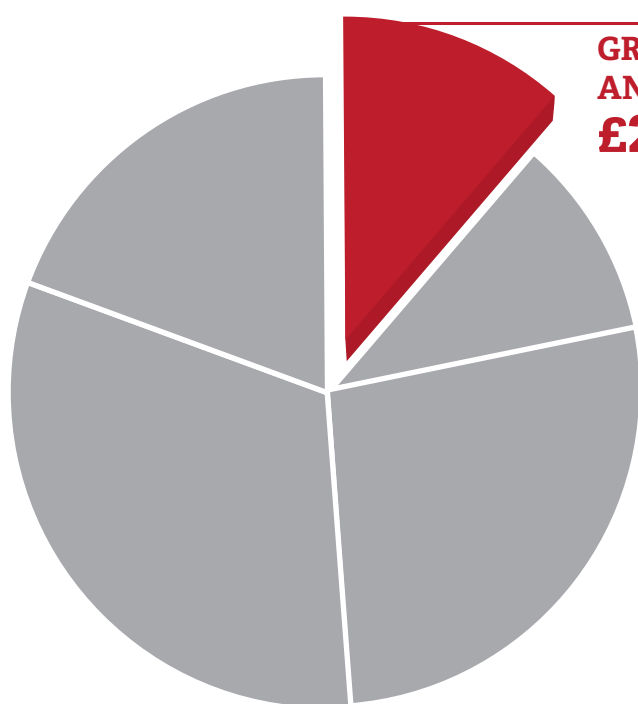
You have baked, walked, and eaten, skied, rowed, danced, shimmied, cared, crafted and created your way to helping us raise an incredible £467K.

Whether 4 or 94 many of you have taken on your own personal challenges, often in memory of someone close to your heart and in doing so have made a positive difference to the lives of many others. We can't thank you enough!



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Grant Giving Trusts and Foundations



**GRANT GIVING TRUSTS
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In the last year grant support from Townlands Trust has enabled us to purchase profiling bedframes which make such a difference to the quality of life for our patients. Profiling beds can be adjusted to improve patient safety and keep patients comfortable, whether it's raising the backrest so that they can chat with friends and family, or raising their feet to reduce swelling.

With the changing and increasing health needs in our community, support from trusts and foundations allows us to develop existing and implement new services and expand where and how we are able to offer support.

Recent support from Sir John Fisher Foundation has enabled us to extend the reach of our services by helping to fund the refurbishment of our new Living Well Centre in Barrow. With additional support from Ørsted through The Walney Extension Community Fund we have also been able to expand our Living Well programme, developing resilience and symptom management techniques for those with advancing illness.

While not every application we make is successful as competition is fierce, we are hugely grateful to the following trusts and foundations for the positive impact their support has made on lives of those living with advancing illness and their loved ones.

Ambleside Welfare Charity, Sir John Fisher Foundation, Kentdale Charitable Trust, Frieda Scott Charitable Trust, Chiltern Charitable Trust, David Snowdon Charitable Trust, Masonic Charitable Foundation, Charles Godwin Charitable Trust, Taylor Newton Hibbert Charitable Trust, Town Lands Trust, SSP Foundation, Liverpool Charity and Voluntary Services, Herd & Muriel Lawson Charitable Trust, John Cutforth Charitable Trust, The Rank Foundation.

As well as incredible community support from individuals and groups and businesses, every year at St Mary's we apply for support from both national and local grant giving Trusts and Foundations to help fund the vital day to day delivery of services. While it is essential to continue the funding of our professional and caring team, it is also crucial that staff have the equipment and resources available to support the best care possible for patients and their loved ones.

Community Champions

Out in our community there are groups and individuals who year on year fly the fundraising flag for St Mary's.

One of St Mary's regular supporters is the Rotary Club of Furness, who organise the ever popular annual charity cycle ride, the Tour de Furness.



Since the event started nearly 24 years ago, cyclists of all ages and abilities have powered themselves through the breath-taking scenery of the Furness peninsula to raise a staggering £500,000 for St Mary's and other local charities.



"I am delighted that our club continue to support St Mary's Hospice, as we have done for a number of years. The Hospice

are a valued organisation that we are always happy to demonstrate our links with. Our annual charity cycle ride, the Tour de Furness, is again honoured to nominate the Hospice as the principal recipient for donations raised by the cyclists and it is clear that those donations are gratefully received by the Hospice. Our Club continue planning more charitable events, and St Mary's Hospice will loom large as the main charity for whom we raise funds." Brian Boyd, President of Rotary Club of Furness.



St Mary's are also lucky to have two dedicated fundraising support groups Duddon Valley and Coniston, members of their respective communities who do extraordinary things (and have fun doing so), sharing their gifts, talents and time to help others.



Helping with events such as the K2B, planning a variety of fundraising activities and approaching local committees on behalf of St Mary's for grants and awards. The Coniston Support Group has raised an incredible £80K since it began.



This summer the team of dedicated fundraising volunteers from Duddon Valley Support Group surpassed themselves with the glamorous 'Summertime Ball', supported by CGP Books, at Eccles Riggs Hall.



The endless enthusiasm and organisational skills of both support groups are invaluable to the fundraising efforts of St Mary's.



Individuals from the local community are also taking a lead as official Fundraising Ambassadors for St Mary's, getting people and organisations involved in our fundraising appeals and campaigns and raising awareness of St Mary's work.



Jo Firth – Fundraising Ambassador (Furness Area) became an Ambassador after his brother Richard, known to everyone as Fud, spent the last 30 days of his life at St Mary's Hospice surrounded by his many friends and family.

"St Mary's is truly an incredible, unique and special place, I now volunteer as a Fundraising Ambassador for St Mary's, a role I'm incredibly proud and honoured to hold. A large group of my brother's family and friends came together last year and we all passionately vowed to repay Fud's care and raise money for the hospice. Fud's Army was born and through sponsored walks, bike rides, raffles and a music festival aptly named Fudstock, we have raised over £30,000, but it can't and won't stop there. A movement and legacy of #Fudlove arose. A community of friends and strangers, all coming together to selflessly support, offer services, give their time and raise

awareness and funds, to ensure St Mary's can continue to care for patients in our community.

Paul McDougall is the Fundraising Ambassador for South Lakes Paul has raised over £10,000 since 2017 in memory of his wife Vicky.

"St Mary's came into our lives firstly with care at home using Hospice at Home and then as an in-patient and they were wonderful looking after Vicky and our family so well, recently using them for great support. Now I just want to give something back..."



We are incredibly lucky to have so many wonderful people volunteering their time to support us, but there is so much more to do. We would love to hear from you if you feel you would like to get involved and become a part of our fabulous fundraising family.

As well as the many familiar faces who make a difference to the lives of others there are as many if not more unsung heroes, who's details we don't have access to in order to be able to thank directly.

There are those who support St Mary's by opening an affinity account with Furness Building Society, payroll givers, the many of you who drop your spare change into our collection boxes and those of you who signed up to be regular givers long before our website and the ease of signing up to donate online.



To each and every one of you a sincere and heartfelt thank you for making and continuing to make such a difference and for being a part of our fabulous fundraising community.

We are incredibly lucky to have so many wonderful people donating their time, resources and funds support us, but there is so much more to do. We would love to hear from you if you feel you would like to get involved Contact our Fundraising Team fundraising@stmaryshospice.org.uk



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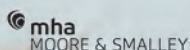
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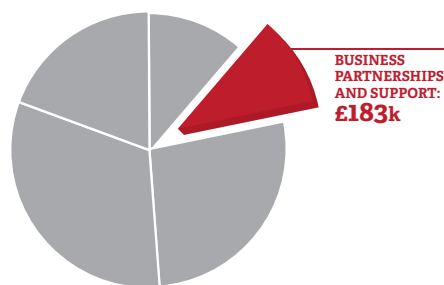
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Business Partnerships and Support

In our 30th Anniversary year St Mary's has had incredible support from our local business community. While each partnership has been different, it has been uplifting that businesses however big or small are united in wanting to 'give something back' to the community within which they live and work.

Our partnerships start by discussing ideas about how working together will benefit both organisations, so as well as making a real difference to the community there are positive business outcomes for our partners.



It has been a fantastic year building on longstanding relationships and beginning new partnerships. We are grateful to all the businesses and their employees involved for making and continuing to make such a positive difference.

Many business partners have chosen St Mary's as their 'Charity of the Year' focusing their charitable fundraising to engage with employees, customers and suppliers, they have done so in many different ways.

Here are just a few examples which share in the words of some of our business partners how and why they are working with us to make a difference when it matters most.

Winders Accountants



"Becoming a corporate supporter not only helps the Hospice, but it also does wonders for your work team. We've had staff volunteer to host our drop-in sessions, walk the Coniston to Barrow, the Walk to Remember and host a coffee morning at the Living Well centre. The morale that is created when all are working towards helping something as special as the Hospice can't be purchased." *Rebecca Jones, Practice Manager, Winders.*

Stollers Furniture World



"We always try to put something back into the local community. Rather than spreading ourselves thinly, for 12 months we have taken St Mary's Hospice as our charity partner, involving the whole company and it feels as though our charity fund has gone a lot further. We feel like we have made a real difference." *Lee Stoller, MD Stollers Furniture World.*

Lakeland Retreat



"Because of the love St Mary's showed my Nana and my family, I feel it's important to support St Mary's personally and professionally. Lakeland Retreats will donate £1 from every booking in order to help raise much needed funds for the hospice, allowing my company to show its sense of social responsibility as well as raise awareness of the important work St Mary's does. I'll never be able to fully repay the debt of gratitude I feel towards St Mary's, but I want to do as much as I can." *Michelle Wilkins, Lakeland Retreats.*

Wax Lyrical



"We choose to support St Mary's Hospice because so many people in the business have been affected by the work St Mary's Hospice does and on so many different levels. The hospice has truly touched everyone in our local community so we wanted to give something back and show our appreciation and support. Our wonderful team at Wax Lyrical have held Bake sales, Halloween fancy dress competitions, sold in-house memory baubles for the Christmas tree and products in house and participated in the Walk to Remember." *Sarah Park, Customer Service Coordinator, Wax Lyrical.*

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Thank you...

We would like to say a heartfelt thank you to everyone involved in supporting St Mary's. Although we can't thank everyone individually (there's just so many of you incredible people!) We truly value your support and hope you know that YOU are helping make a difference.

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Learning with St Mary's



It has been another busy year for the education team sharing up to date, best practice which can develop, enhance and improve the quality of end of life care services delivered to patients and carers.

We believe that our patients and those important to them should be cared for and supported to enable them to live well and then die well in the manner and place of their choosing. Our aim is to build the knowledge and skills required to enable this to happen by delivering courses and workshops for healthcare professionals, care support staff and volunteers from all care settings.

Particular focus has been our involvement with other northwest hospices and the North West Coast Learning Collaborative to deliver two key projects, Advance Care Planning and Communication Skills Train the Trainer and an End of Life Care Education Day for North West Ambulance Service paramedics and ambulance practitioners and call handlers.



ADVANCE CARE PLANNING

As a society we 'shy' away from talking about death and dying, however there are times in our lives when we think about the implications of becoming ill or disabled. Enabling patients to think about and talk about their future care wishes is a really important part of looking after someone. We have trained 25 Advance Care Planning (ACP) facilitators to deliver a one day ACP workshop to care staff in their own organisations and others. To date 600 health and social care staff have

attended the one day course, building confidence in talking about and understanding how wishes and preferences can be recorded and shared.

"Excellent session, very informative, and we could discuss topics in a relaxed atmosphere"



"Feel much more confident to open conversations"

If you are thinking about your own future care planning wishes and would like any information, guides or leaflets about advance care planning please contact education@stmaryshospice.org.uk.

End of Life Care Training for North West Ambulance Service

Increasingly ambulance crews find themselves called to attend patients at the end of life. The skills they require to assess and support both the patient and their family in their own homes are different to those for trauma calls so we have been providing a series of 1 day workshops across Cumbria. A mixture of 62 paramedics, ambulance technicians and paramedic students have attended:

"This course has completely changed my thinking towards end of life care"

"Fantastic course that should be mandatory for all staff"

Advanced Communication Skills Training

This year, 2 of our St Mary's Education Facilitators partly funded by Hospice UK attended the 3 day advanced communication skills train the trainer programme in Liverpool and as a result we have already run several 2 day courses.

Our **Advanced Communication Skills** 2-day course is open to Health and Social Care Professionals who are regularly involved in complex, difficult or challenging conversations with patients, families or colleagues and wishing to practice and enhance their communication skills in a safe and supported environment:

"Good learning, scenarios were near to life and helpful"

"Feel more self-aware and confident about my conversations"

Finally, due to demand we continue to provide our **Care of the Dying Person in the last Days and Hours of Life** training day that includes the 5 Priorities for caring, communication, ACP and mental capacity, nutrition and hydration, symptom management and bereavement.

If you would like more information about this workshop or any of our education sessions our education prospectus is available via the St Mary's website or on request at education@stmaryshospice.org.uk

Fundraising Highlights!

St Mary's Hospice has teamed up with Ørsted, the global leader in offshore wind, to roll out fundraising activities marking our 30th anniversary. Our events highlights include our biggest ever Walk to Remember in July! Our first ever Helvellyn at Night in June bringing our community together to raise much needed funding for St Mary's.

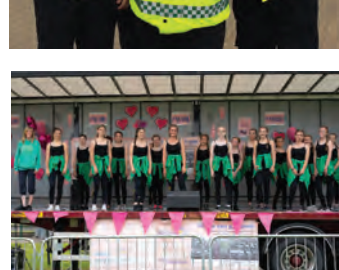


Steve Clarke, Chairman for Ørsted Barrow Area Committee, said: "We are very proud to be sponsoring St Mary's Hospice in their 30th Anniversary Year, St. Mary's continues to provide much needed care and support for a great many people in the community. We hope that this year proves to be even more successful in raising vital funds to allow them to continue their great work."

We can't say thank you enough!



Going the extra mile or ten... sadly Reg's wife Yvonne passed away and our Walk was on her 82nd birthday, which Reg took part in. Mel Dixon picked up that it was Yvonne's birthday and thoughtfully organised for Reg to be presented with a memory leaf for Yvonne on the day.



Celebrating you!

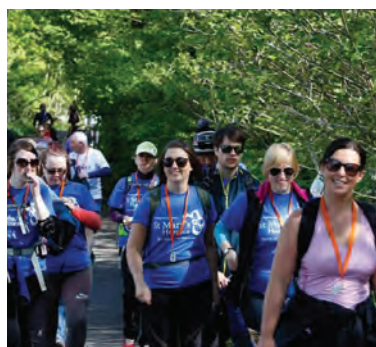
Of course we want to thank you all, behind all our fundraising is you. And we don't want anyone missed out... we would love to hear from you! We have a thank you gallery on our website, or you can share and tag your photos with us on facebook, Instagram, twitter and snapchat or email us at fundraising@stmaryshospice.org.uk.

From events to challenges, from skydiving to bake sales there's lots of exciting ways you can get involved! Please visit our website for our events or ideas and support and to see how what do you makes a difference.

"This was my second year doing a night peak challenge for St Mary's and each year just gets better, watching the sunrise at that height will stay with me for the rest of my life, excited to see what's next!"



"Last night was fantastic and the atmosphere was the best yet, with thoughtful added extras. Thanks again."



"Such amazing staff and volunteers! Makes the event extra special and significant. Well done everyone xx"



"Lovely evening supporting St Mary's Hospice at their fantastic Walk To Remember #yourw2r"

How Rufus helped the Hospice



St Mary's Hospice is situated in a beautiful location at the foot of Hoad monument that overlooks Ford Park. There is a footpath that's popular with local dog walkers that winds from Hoad Lane into Ulverston passing in front of the Hospice. On this path is when Rufus the dog helped his owner Jackie first

find St Mary's many years ago...

Josephine Ratcliff, hereafter referred to by her family name of Jackie, was born in Dalton in 1930 and was one of 7 children, her sister Stella, still lives in the Dalton in Furness area. Jackie's maiden name was Satterthwaite.



After school Jackie joined the Army where she met the love of her life Robert, who was also serving. They were married in 1952. The couple eventually settled in London (Hillingdon and Northolt). In the 1980s, after many happy years of marriage, they were planning to return to Cumbria and build a house in

Ulverston unfortunately Robert sadly died in 1987. Jackie was heartbroken but she returned to Ulverston and battled on, building their planned house on the outskirts of Ulverston, below Hoad.

Around this time Jackie's family dog was Rufus and his daily walk took them along the footpath that passes the Hospice and thanks to him Jackie discovered us. Jackie started to help our Hospice and was one of our original Lottery players, supporting us on a monthly basis for over 20 years!

Jackie was passionately kind and generous to all who knew her. Throughout her life she loved children and animals and was much loved by all her nieces and nephews who she often cared for and visited regularly. Supplying regular Chinese meals and hot chocolate! She also took a loving interest in the children of neighbours and friends, who still remember her fondly.

As she grew older Jackie lost none of her passion for life and travelled widely visiting Asia, America, as well as many places in Europe. She always said "I don't want to be the old lady in the back room".



Her strength of character and the trait of kindness carried on even when, in later life, her health started to fail and she resided in Risedale and Aldingham Care Homes, the staff there recognised and valued her capacity for love. Jackie died aged 88 in 2018 her funeral collection being in aid of Walney Dog Kennels. In recognition of her sense of humour and love of nature one of the funeral service songs was "How much is that doggy in the window".

Jackie made provision in her Will for her family and friends and also remembered causes close to her heart, the P.D.S.A, (Peoples Dispensary for Sick Animals) The British Epilepsy Society, Age Concern, The Salvation Army and St Mary's Hospice.

Our Hospice is very grateful for Jackie's support and to her family and friends who helped shape this tail!

Did you know 1 in 5 of St Mary's patients is funded by a gift in a will? These gifts are extremely important to our future and we aim to value and express sincere thanks for each one we receive. Our advice to supporters is that a properly drafted will is extremely important and that you should always put your friends and family first before considering gifts to charity.

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

Regular Giving



Give a gift and help make a difference all year

A regular gift is a simple and convenient way to support St Mary's Hospice. A regular income helps us to plan for the future with confidence.

Please fill in the whole form using a ball point pen and send it to:
**St Mary's Regular Giving, Furness Gate, Furness Business Park,
Barrow-in-Furness, Cumbria, LA14 2PE**

Name:

Home Address:

County: Postcode:

Email:

Telephone/Mobile:

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address.....

..... Postcode.....

Reference Number (Office use only)

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Banks and Building Societies may not accept Direct Debit Instructions for some types of account

giftaid it

For more information or to apply
online please visit our website:
www.stmaryshospice.org.uk



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Gift Aid is reclaimed by the charity from the tax you pay for the current tax year.

☐ Please mark this box if you wish to make a Gift aid Declaration.

Instruction to your Bank or Building Society
to pay by Direct Debit



Service User Number

4	4	6	3	5	7
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Please debit my Bank/Building Society account

☐ £2 ☐ £5 ☐ £10 ☐ £15 ☐ Other £.....

☐ Monthly ☐ Quarterly ☐ Half-Annually ☐ Annually

In Memory Of (Name)..... Relationship to Me

Instruction to your Bank or Building Society

Please pay St Mary's Regular Giving from the account detailed
in this Instruction subject to the safeguards assured by the
Direct Debit Guarantee. I understand that this Instruction may
remain with St Mary's Regular Giving and, if so, details will be
passed electronically to my Bank/Building Society.

Signature(s)

.....

Date

*Thank you. We cannot thank each and everyone of our special
supporters enough. We couldn't do it without you. Thank you.*

I confirm that I would like all my donations, past, present and future to St Mary's Hospice (Reg. Charity No. 517738) to be treated as Gift Aid Declarations.

I am a UK taxpayer and understand that if I pay less Income Tax or Capital Gains Tax than the amount of Gift Aid claimed on all my donations to all charities
in that tax year to pay any difference.

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The Orangery Café



The Orangery is booming!! Since our re-furb in March 2018 The Orangery has fast become the place to be! If you haven't sampled our lovely food yet, why not?! Follow us on facebook to stay up-to-date with offers, events and all the latest news.



Our Afternoon Teas are the talk of the town, only £12.95 a person offering a scrumptious array of freshly made cakes, savouries and scones with jam and clotted cream.

We are most proud that our café is staffed predominately by volunteers, they are a dedicated team proud to offer a professional service to our lovely customers.



We are rightly proud of The Orangery, it is a wonderful addition to St Mary's Hospice, bringing in a vital funding stream – fundraising to support your local hospice has never been easier, you can eat cake, pie, scones, drink coffee with friends all whilst raising money for a good cause, the more you eat the more money you raise! What's not to love?



The BOGO...

We've all heard of BOGOF... but for those of you that haven't it means 'buy one get one free'... and who doesn't like a bargain... something for nothing!

St Mary's Retail have taken the BOGOF offer... shook it up and turned it into something so much better!

The BOGO... Buy One Give One!

Like the BOGOF but much, much better... you get that great sense of satisfaction getting something for free and then you give it away to someone who needs it more... how good does that feel?

It's such a simple idea and yet so powerful. It's the gift that keeps on giving

in so many different ways.... physically, emotionally and socially. Let me explain, you buy one and you get to keep it (of course!) that makes you feel good. Another individual (or group) receives your free one... that makes you feel even better, but it doesn't stop there! The individual (or group) receiving your free one feel good too that someone, who doesn't even know them thought of them and wanted to share something with them. They tell their friends, you tell your friends and (you know where I'm going with this!)... suddenly everybody wants to do it... kindness, it's kind of contagious you know!

The Buy One Give One was originally launched in the Gift Shop last year when we sold miniature packs of toiletries



If you bought a pack, we donated a second pack to someone receiving hospice services... it was a runaway success. People loved the idea... and why wouldn't they? It's the perfect way to spoil yourself and give a little back at the same time.

In 2019 we have expanded the offer to include teabags and biscuits. You buy a pack, we donate a pack to one of our groups, to the ward at the hospice... sharing the tea... sharing the biscuits and sharing the love in our own special way!

Become part of the BOGO revolution... buy your tea and biscuits from our Orangery gift shop and make a difference to someone's day.



Retail Volunteers



John's story

John, a design engineer who 30 years ago built his own car (which is still running now... wow!), passionate about family... three beautiful grandchildren all vying for his attention, well-travelled with some great stories to share.

John the volunteer... he has seen it all, no two days... no two jobs are the same! Last week he had two customer collections on his list, the first house easy-peasy... one carrier bag, back in van to next pick up... 30 black bin bags of clothing... upstairs! John had to carry all the bags downstairs, load them in the van then drive to Barrow shop and unload them before the shop closed... hero!

Wrap It Up For Retail

This might seem like a random fact...totally off topic but...did you know 91.7% of an iceberg is hidden beneath the water... the retail department is very similar to our glacial friend in that much of what we do is hidden from view...however, characteristics we don't share with the berg are being cold... distant and dangerous!

Our shops and warehouse are at the heart of their local communities, a hub of activity...friendly and fun...run by the most amazing staff and volunteers...they are great places to be whether you are shopping or volunteering.

What you see when you visit our shops is but the tip of the iceberg...behind that 'staff only' door is a whole other world!



Julie's story

I have lost a few friends and family who have lived and fought cancer, so with it being close to my heart I decided to support the hospice. I've done the Walk To Remember a few times, as a family we have donated in lots of ways and will continue to do so.

After my mam's death I decided that I would like to give more to the hospice, so I put in to become a volunteer, I had a meeting and was asked if I would like to help out in the Barrow shop. I do two afternoons a week and absolutely love it, all the volunteers and staff are lovely and supportive, I've built up good friendships with some of the customers. My role in the shop is to sort out the donations and bring them down to the shop floor, I sometimes do the window displays, which I enjoy doing as I get good feedback from the customers, and most importantly is looking after the customers.

If there is anyone out there that is unsure about getting in touch, I would say pick up the phone and arrange to get the help and support offered, I'm so glad I made that move, it's helped me so much.

The physical activity that goes into keeping our shops stocked and running smoothly is immense and it's never ending...the army of volunteers we have working behind the scenes are amazing and without them we would be nothing. They are adaptable...courageous...hardworking and never shy away from a challenge...whether that be mastering an EPOS till system... joining the online sales revolution...or creating window displays with the WOW factor!.

If you would like to be part of the coolest team going (that's retail by the way!) why not pop into your local shop and find out more...or visit our Facebook pages, Retail at St Mary's Hospice and St Mary's Hospice Furniture Warehouse and leave us a message.

AN AMAZING 328 VOLUNTEERS HELP US

TOTAL REFERRALS 2018-2019

9 Beds at the Hospice in Ulverston



TOTAL
ADMISSIONS

BED
OCCUPANCY

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

TOTAL REFERRALS 2018-2019

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

PATIENTS

NIGHT SITS

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.

:34

:129

:18

:57



COST TO RUN THE HOSPICE

**APPROX 18% OF
OUR COSTS ARE
FUNDED BY THE NHS**

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