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Community Magazine 2022

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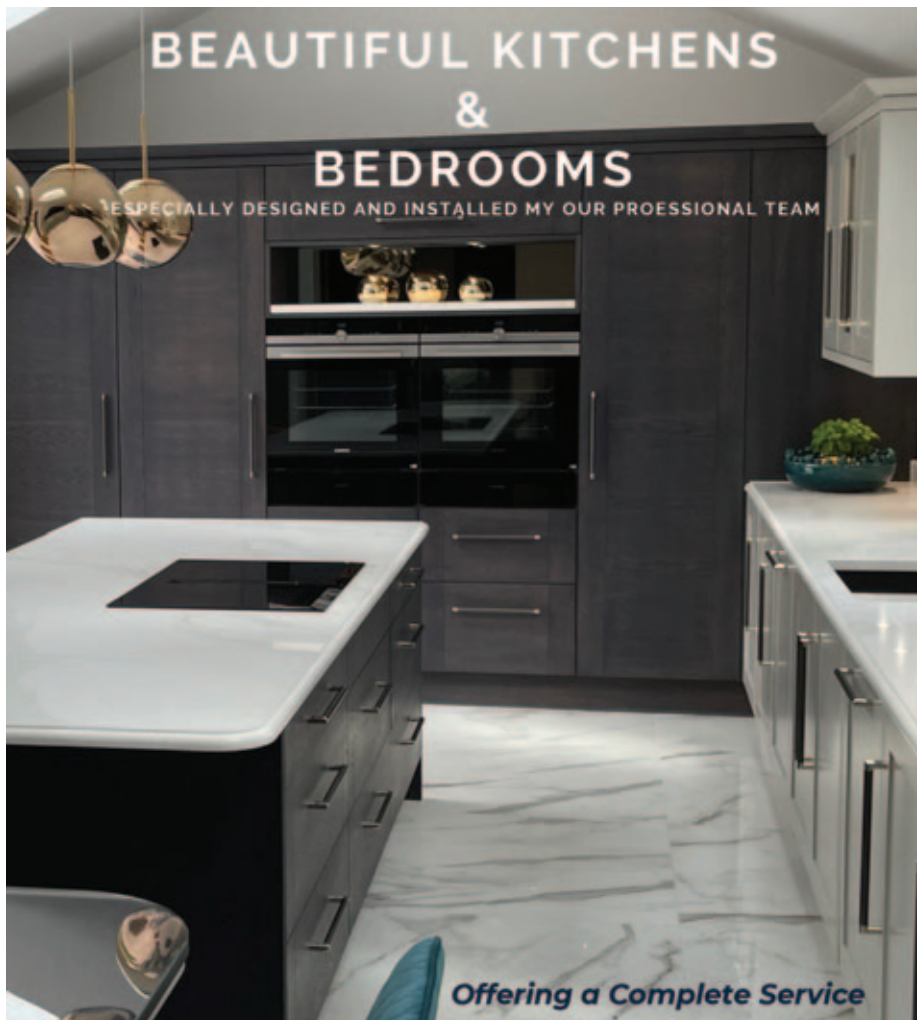
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Praising
the staff and
volunteers at
St. Mary's
Hospice

for their wonderful work !

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St Mary's Hospice Chief Exec Val Stangoe (second left)

Hi, and welcome to The Voice, our annual magazine that updates you, our supporters, on life at St Mary's Hospice.

The past 12 months have not been without their challenges — but I'm pleased to report a year of unprecedented growth, meaning we're able to offer more services to more people across Furness and South Lakes.

One of the highlights has been taking on a specialist dementia nurse, known as an Admiral Nurse, with training support from Dementia UK. This has let us set up a service supporting people living with dementia, and their carers.

Dementia is the biggest killer of adults in the UK and cases increase every year. We know that with an ageing population in our area, the pressure on the current limited dementia care will grow and expand over the next decade. This partnership allows us to plan for how that gap might be filled.

Another major growth area came with us being awarded a contract to provide a Fast Track End of Life Care service.

We have taken responsibility to provide care for up to five people at a time who have been assessed as being in their final weeks of life and who have chosen to die at home. Our dedicated team is put in place quickly (hence Fast Track) to enable a speedy discharge from

hospital or to prevent an emergency admission. The team then ensures comfort in the patient's own home in those final weeks and days while also supporting family members.

More and more people each year chose to die at home, and being able to link this service to our existing Hospice at Home service offers the best possible provision.

All of these new services need to be paid for alongside our longer standing services while overall we still receive only around a fifth of our funding from the Government.

The current cost of living crisis has made fundraising harder than ever and we know many of our supporters are struggling to meet their own costs. It may yet be that things get worse before they get better.

This makes us ever more grateful to you for any support you are able to give at this time. On behalf of those who need our care we thank you for all your support.

As we have seen by recent events circumstances for any of us can change in an instant. Locally we are always keen to ensure our community can rely on us for support in difficult days.

Val Stangoe
Chief Executive

Our Care – In-Patient Unit

Kate Davison - Clinical Lead for In-Patient Unit/Hospice at Home/Hospice Care at Home: As life starts to return to our 'new normal' here at St Mary's Hospice we continue to provide in-patient support, for those who wish to come into the hospice. Patients come in for a variety of reasons including, help to control difficult symptoms such as breathlessness or pain, for emotional and family support, a period of assessment, or terminal care. Our care and support goes beyond the patient, to those who are important to them. And our Family and Bereavement team are on the unit to be on hand whenever needed.



From September our inpatient unit's bed capacity is eight beds.

Our clinical team has continued to grow and develop over the last year and we have had many things to celebrate including;

- De-escalation of Personal Protection Equipment – PPE (face masks worn in patient's room only)
- Returning to an open visiting system
- New Head of Clinical Care and Education – Rosemarie Clear joined the team in April 2022
- From within the clinical team we have been able to identify skills and qualities and offer opportunities for staff to broaden their existing roles and gain understanding of new roles – where we can, our aim is to promote from within. This internal mobility helps maintain a positive culture and encourages retention of staff.

We received a grant of £21,819 from the Morrisons Foundation to transform our tired and austere patient bathroom into a wellbeing spa. Thanks to Morrisons generous support we have completely renovated the space, creating a warm welcoming and comfortable environment in which to relax and bathe. A new hydrotherapy bath helps patients to unwind and assists with pain management with mood lighting

and a sound system making it a fully immersive experience. With the additional award of £2,600 from BAE Systems through their Give as You Earn Scheme we have purchased a hoist chair integral to the comfort and use of the bath. The refurbishment has added greatly to the positive experience of patients and their loved ones, increasing dignity and comfort through the wonderful facilities we now have.

As a team, we always tend to look at things from many different perspectives, really listening to what is important to the patient and the family. Giving individual, personalised care is a top priority for us. This year we were able to hold a small Jubilee After Tea Party in the courtyard for the patients who wanted to attend whilst on the in-patient unit. This was enjoyed by all those who attended.

Our hospice care includes our wonderful environment, which is kept so clean and fresh by the fantastic housekeeping team, and the tasty well presented meals, made by our own hospice kitchen and catering team. As one family member said: **"The care and understanding my husband received was excellent. The staff were absolutely brilliant and his room was superb. Also, the quality and choice of meals was outstanding. I cannot praise or thank St Mary's enough."**



Our administrators have worked very flexibly, supporting where the need was greatest – on the reception desk on IPU, making sure phone calls were answered as staff couldn't do this readily when wearing PPE, supporting the various clinical teams with administrative functions. **"All staff gave accurate advice, from management, nurses, doctors, people manning the desk, support workers, café staff."**

Our Care – Hospice At Home

It has been a very busy year for our Hospice at Home team, who support people who wish to be cared for at home as they approach the end of life. Again, as we move into our 'new normal' we have de-escalated our PPE (personal protective equipment). PPE could have created barriers to communication and we're grateful that our team's skills were able to prevent this being a problem.

"My mum was a nurse for many years and practiced high standards in the care she gave to patients. Mum would have been 100% satisfied with the care she received from all staff at St Mary's, but in particular, those who visited her daily to provide care and support to both her and myself. As a family, we can't thank you all enough for the dedication, care and support that was given to mum, and us as a family."



Our Hospice at Home nurses cover a large geographical area from Walney, through to Millom, extending to South Lakeland. We always monitor our services and allocate resources where there is greater need. We have often identified the greater need to be within the community and we have been lucky to continue to have the flexibility within the workforce to allocate two teams to be out on Hospice at Home. This benefits patients and those important to them, as we are able to respond quicker and make a difference where we can. Caring for a loved one at home can be rewarding but also very tiring and emotionally draining. We have extended our night sitting service and have two permanent members of the team plus bank staff as needed. Supporting and caring for family carers is a very important part of Hospice at Home care.

"You were a great support to us. Knowing that someone experienced in care for the dying was coming to help was brilliant. I actually looked forward to seeing the nurses and their quiet, friendly and competent visits. Having looked after mum

in our home for several months and coping with her steadily deteriorating circumstances, it was good to have someone make suggestions, answer questions and generally encourage us to go on when we were tired and discouraged. Thank you"



We provided 341 Night Sits in 2021-22; an experienced Healthcare Assistant stays in the home overnight, providing personal care, comfort and support for the patient to give a family carer a rest and a night's sleep.

"We are so grateful for the love, care and support our Dad and Grandad received from St Mary's Hospice. In particular (our Night Sitter). In his last few weeks, his visits from her was something for him to look forward to and made him smile. It has been a difficult time for the whole family but when she was here, it was like a breath of fresh air."

After a patient dies at home, our Hospice at Home team will contact the family carer to offer support and advice as required. They can refer a family to our bereavement support service, who can carry forward that support on a longer-term basis.

Our team works very closely with Community Nursing teams, Specialist Nurses and GPs to ensure care is coordinated and effective. We take part in a weekly multi-disciplinary team meeting alongside community and hospital based staff, including the local Palliative Speciality Doctor, and make joint visits with colleagues as necessary.

We provide support to local care agencies and care homes, providing advice and guidance when needed, and we have also provided additional personal care when a care package has not been available for a patient approaching end of life.

Thank you to Albert Trust fund for your support for our Hospice at Home service.



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Our Care – Fast Track Service

A Fast Track approach to bringing care into your home.



“ It was lovely knowing that we could actually get him home to where he really wanted to be

Choice is really important at the end of life. Many people want to be cared for in their own home surrounded by those people who are important to them and our Hospice Care at Home service makes that possible by providing care and support.

Planning for the service began in January 2022 with the service going live at the end of May. Our Practice Educator developed and delivered a comprehensive educational program to help the new carers provide the support and care that meets the St Mary's Hospice standard. The majority of the care assistants recruited were new to healthcare, so it was important to meet their needs and provide the right training. Once the program was complete the carers had an opportunity to work on the inpatient unit and improve on confidence and competence.

All people assessed and accepted on to the service are supported with a maximum of four care visits per day by two Home Care Assistants and based on

individual need. The service is for people who:

- Have been assessed by a healthcare professional to be in their last weeks or days of life
- Have a rapidly deteriorating condition
- Live in the Furness and South Lakes area
- Are over the age of 18
- Have chosen to die at home

Care and support is delivered through this 12 week service between the hours of 7.30am – 10.30pm seven days a week.

Once a referral is received, the Hospice Care at Home Co-ordinator organises an initial assessment by an Integrated Team sister – this provides a baseline of the patient's condition. Further assessments then take place at week 4 and week 7. At week 7 this meeting is followed up by a multi-disciplinary team meeting to ascertain if the patient still meets the criteria for the service.

To date Hospice Care at Home have received 48 referrals with 17 patients dying at the preferred place of death.

24 patients have been discharged from the service, this could be for a variety of reasons, including: care already in place, care due to start so service no longer required, too well for the service or transferred to Nursing home at their choice.



“ I've had the pleasure of meeting a couple of the girls and their compassion and care of the patients and families has been such a privilege to see

Our Care – Admiral Nurse Service

In the areas that St Mary's Hospice provide care for, there are 1357 people on the dementia register (June 2022) and so St Mary's Hospice has recognised the need to bring a specialist service to the local area.

Admiral nurses are registered nurses who specialise in dementia care. Their training is provided by Dementia UK. The Admiral Nurse works with people affected by dementia and family carers of people with dementia who are experiencing difficulty in coping or are demonstrating poor physical and/or mental health and wellbeing which affects the care giving relationship. By working with these people, we can help to prevent events such as unnecessary admissions to hospital and carers reaching crisis point.

Support that can be provided by the Admiral Nurse:

- Advice and emotional support for family carers
- Supportive role to other members of hospice staff and volunteers
- Specialist advice and support on end of life needs of people living with dementia
- Advance Care Planning and best interest decisions
- Psychosocial interventions to families e.g. education, anxiety management and coping mechanisms
- Support to carers and people living with dementia anticipating grief and loss
- Access and referral links to other services and organisations such as the Family and Bereavement Support Service, The Living Well team, Furness Carers etc



The Admiral nurse for St Mary's Hospice, Georgie, is based at the Hospice and Living Well Centre in Barrow. Once back from maternity leave in Spring 2023, the referral system for the Admiral Nurse service will open. Referrals will be open to care providers for people caring for someone with a diagnosis of dementia, who are in their last year of life and are registered to a GP within the Mid-Furness Integrated Care Community (Ulverston, Dalton-In-Furness, Askam-In-Furness, Kirkby-In-Furness and Broughton-In-Furness).

Currently, Georgie provides advice, guidance and support to people living with dementia and their carers through the Dementia Café which has opened in the Cavendish Day Room at St Mary's Hospice. The Dementia café is held on alternate Thursdays from 1-3pm and

anyone with dementia or their carers are welcome to attend. It's an informal event where you can come to ask questions, get some advice, drink tea and eat cake with the dementia team, volunteers and other people who are in the same situation. The café is well attended each session and has received great feedback. The peer-to-peer support that is on display is wonderful to see and is helpful to all who attend. Soon, the Dementia Wellbeing Support Worker, Janice will be in post to make sure that the Café runs smoothly over the next coming months!



We are looking for volunteers to help run the Dementia Café so if this is something that you might be interested in, please get in touch!

Our Care – Living Well Service

Living with illness can be hard. There are different ways people find to manage illness. Some find it helps to talk with those with similar problems, learning together how to manage. Many find staying active through exercise and other activity helps. Having fun with others can also take your mind from your illness. Our experience is that we can learn how to influence our health and improve our wellbeing. It's all about enabling you to enjoy life – understand yourself better, connect with other people and feel the benefit of kindness, friendship, support and having a good laugh.

Our Living Well team includes a senior sister/clinical lead, physiotherapist, complementary therapist, creative therapist and healthcare assistant who provide a range of group and individual therapies for people living with long-term conditions that impact on their lives. These are provided in our Living Well Centre in Barrow, as well as at the hospice in Ulverston, community venues and within the home setting.



The Living Well Team can offer a range of programmes to support individuals. These include: Mindfulness Programme, Fatigue, Anxiety & Breathlessness Programme (FAB), Creative Therapy, Complementary Therapy, Day Hospice. There is no charge for any of our services.

Our services are accessible by referral only. Referrals can be made by medical professionals or by patients and families themselves. Just call us on **01229 444407** or email:

Livingwellteam@stmaryshospice.org.uk

“I have learnt so much about self-managing fatigue, anxiety and breathlessness. I feel like my mindset has changed.” FAB attendee.



Both the Walney Extension Community Fund and the Frieda Scott Charitable Trust enabled the adaptation of Living Well Service delivery during the height of the Covid-19 pandemic, with the purchase of tablets to support remote delivery funded through a Cumbria County Council Community Grant.

We are grateful for the financial support we receive towards service delivery and for the vital funds to replace much needed equipment or purchase new



technology in order to provide an enhanced level of care.

In the last year The Medicash Foundation have funded a Stand Aid for the Living Well Centre supporting patients with reduced mobility to stand and transfer to a wheelchair or therapy couch. The Roselands Trust have funded a Raizer II Emergency Lifting Chair enabling staff to help a patient should they experience a fall to get back up into a chair or onto their feet. Both pieces of equipment enhance the care we can provide to patients and ensure our nursing team is supported in the best way possible.



In addition to the trusts and foundations who have supported our Living Well Programme over the past year, we would like to say a huge thank you to all the trusts and foundations who have enabled us to continue to provide the best possible care in many ways to our community, those listed below and those who choose to remain anonymous: CRASH, Sir John Fisher Foundation, David Snowdon Trust, Herd and Muriel Lawson Trust, The Hadfield Trust, BAE Systems, The Masonic Foundation, Herd Lawson and Muriel Lawson Charitable Trust, Taylor Newton and Hibbert Charity, The Co-op Community Fund, Morrisons Foundation, Town Lands Trust, The Albert Hunt Trust, Ulverston Town Council. Ulverston CGP Trust. The Harold and Alice Bridges Charity.

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We understand that life-shortening illnesses affect not only the patient, but also family, friends and carers. Our Family and Bereavement Support Service provides psychological, emotional and spiritual support for patients throughout their illness and for those important to them, leading up to and following bereavement.

Ricky: “We talked though lots of different thoughts and feelings. Having someone who has dealt with hundreds of people in my situation, who uses their vast experience to convince me that it’s normal to think these things as most people do in my situation and to constantly let you know you are doing well and things will get easier has helped me enormously. I can’t thank her enough.”

You might not know that our team of staff and volunteers are there to support any adult locally who has suffered a loss? Whether or not their loved one had been a patient of St Mary’s.

Our team is made up of three staff and 18 active volunteers who do 1-2-1 or group support. Last year we received 338 referrals to the service as well as offering our support to the patients and families on the inpatient unit. With help from key funders including the National Lottery, our team has grown by recruiting and training inspirational bereavement volunteers, enabling us to be there for anyone in our community.

We host a range of activities including: Monthly Coffee Evenings – on the last Thursday of every month, please follow us on Facebook for the latest updates.



Gardening Group – every Tuesday

everyone is welcome to join us – green fingered or not to help grow fruit and vegetables, which are then served in our fantastic Orangery café.

Walking Group – this group is led by two of our volunteers and anyone who is currently receiving our bereavement support or has completed their 1-2-1 sessions but still wants to be involved in the service can take part. The walk takes place the 2nd Wednesday of every month, setting off from different places and routes – so just get in touch with the team if you are interested for more details.

St Mary’s Hospice provides bereavement support for anyone who needs it. Call us on 01229 580 305 Option 6.

Thank you to National Lottery Funding for helping us to grow and develop our service through recruiting new volunteers.

This enables us to be there for anyone in our community who needs us.



Donna’s Sky Dive Success!

Donna from our Family and Bereavement Support team smashed her personal challenge and fundraising goals to be part of a brave group of supporters raising over £22k! Donna, who is nervous to get on a plane to go on holiday, was inspired by families she meets: “These people are all doing something out of their comfort zones at the worst time in their lives. And they are doing it for us. To keep these services and the hospice going. I wanted to give back to show how much I care. I really wanted to push myself out of my comfort zone, as they do every day.” Many family, friends and colleagues cheered Donna on, what a fantastic achievement!

If you would like to volunteer with us please get in touch via volunteers@stmaryshospice.org.uk

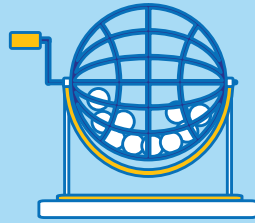


St Mary's Hospice Year In Review 2021-2022



1,737

Day visits provided by our Hospice @ Home Team



6,308

Weekly Lottery players



20,098

Hot drinks served in the Orangery cafe



316

Night sits provided by our Hospice @ Home Team



25,381

Items sold across our Hospice Charity shops



£550k

279 volunteers bring skills saving St Mary's over £550k



197

Referrals to our Family Bereavement Support Service



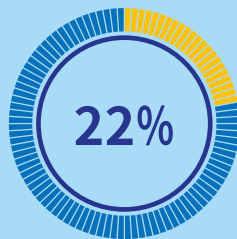
3,733

Sales made on our St Mary's eBay online shop



126

Walkers raising over £60k climbing Scafell Pike



£4.7m

22% of our £4.7 million running costs is paid for by the NHS



338

Referrals received for our Family Bereavement Support Services



3,981

Items sold in our St Mary's Furniture Warehouse



1897

Family Bereavement Support Service sessions provided



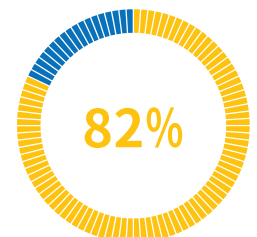
85

Patients cared for on IPU



50

Day Hospice Patients

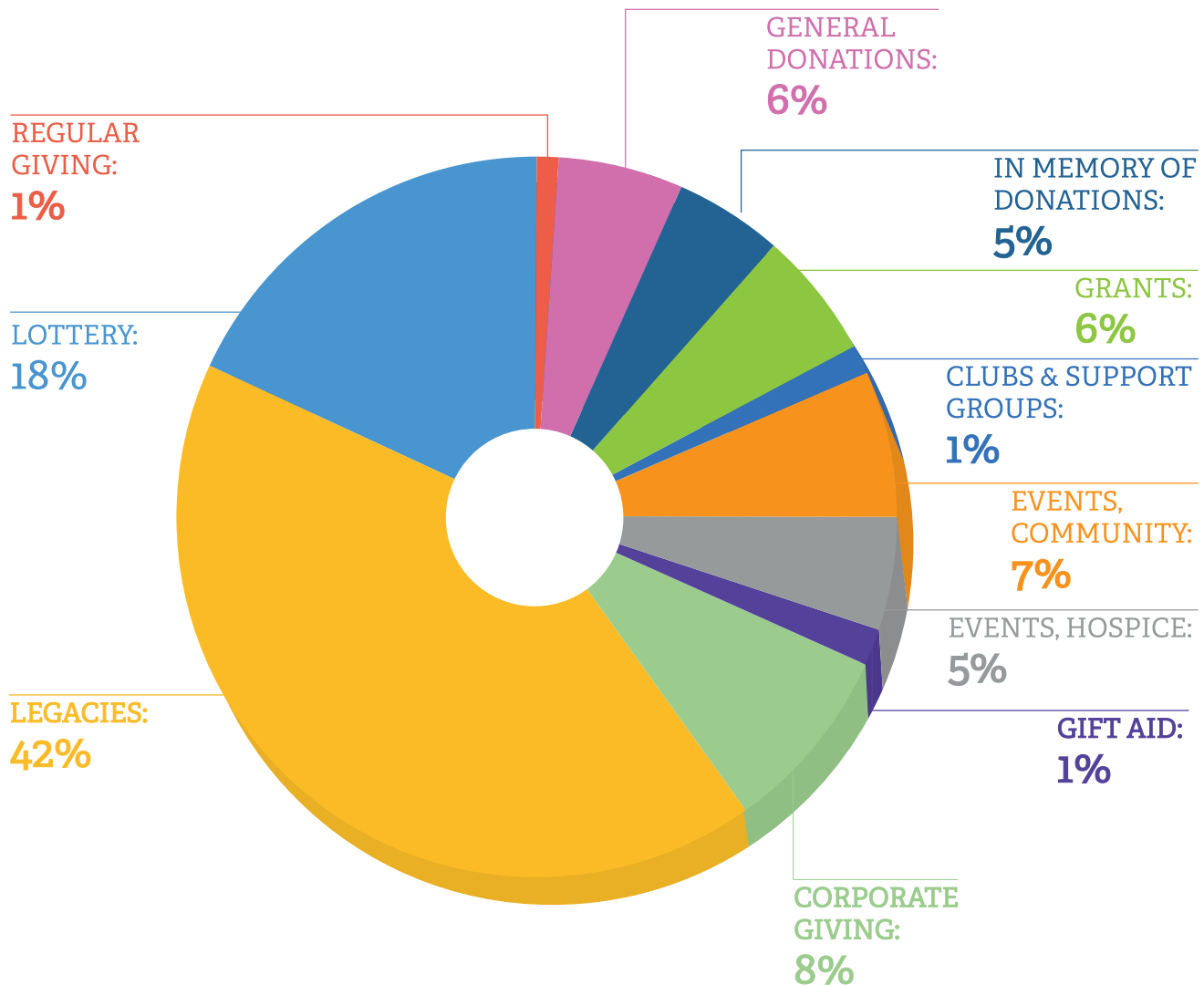


82%

Bed Occupancy at St Mary's Hospice

Focus on Fundraising – How are we funded?

FUNDRAISING INCOME APPROX = £2.5 MILLION



2021-22: TOTAL INCOME: £4.4M

St Mary's Hospice is here to serve our community. We offer a wide range of services and often get asked 'where does our money come from?'

It costs a staggering £4.7 million a year to keep our hospice and services open: of which 22% comes from the NHS. Fundraising

makes up a significant amount, approx. 56% in 2021/2022. We understand that motivations, resources, abilities vary and this is reflected in the pie chart. Please remember however you choose to support your local hospice, every penny helps and every penny will always be valued and appreciated. Thank you as ever for your support. We could not exist without you.



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Thank you doesn't seem enough...

It's impossible to show our gratitude for the love and commitment our community show us. We feel so lucky to be part of such an amazing community and although we can't include everyone in the gallery below please know that we are so very grateful and humbled by each and every single penny donated to our cause. We exist to make a very real and positive difference to our community but we only exist because of you.

A snapshot of what you have been up to.....



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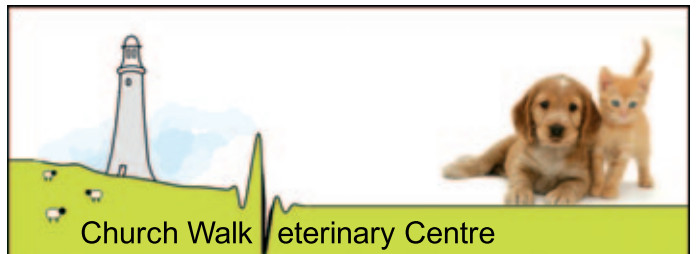


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Would you brave the drop?

St Mary's certainly put the 'a' into adrenaline when we hosted our 1st ever Skydive Day. 20 brave individuals, including 4 staff members, dared to take the plunge and jumped out of a plane at 15,000 feet! It's certainly not for the faint hearted but it's a day no one involved will

ever forget. The day raised over £22,000!!!!!! Thank you to each and every one of you who took part and if you think you could brave the drop in July 2023 then simply register your interest with Melissa.dixon@stmaryshospice.org.uk



"Breathtaking, Exhilarating, Amazing"
Helen

"Out of this world"
"I will never forget today"
Lucy

"Best experience ever"
Ryan

"Best thing ever"
Julie

Battle to Succeed



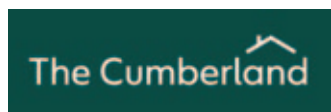
This year's St Mary's Hospice's Battle to Succeed has been a 'fantastic success' raising vital funds thanks to schools and businesses taking part in our Apprentice style challenge. Local schools were matched with a local business who provided seed money and mentoring to each team to help them create and deliver business plans over a number of weeks. The teams 'battled' it out at an awards ceremony where our panel of

judges merited each team on several categories including creativity, presentation skills, money raised and resilience.

St Mary's are proud to have created a platform that raises vital funds and creates a bridge between schools and the business world, helping to enable growth in key areas such as confidence, business acumen and resilience. St Mary's would

like to thank everyone from the bottom of our heart who made Battle to Succeed possible. We are so proud and inspired by every student that took part. You all showed qualities that will take you far.

St Mary's are currently looking for schools and businesses to take part in 2023. For more information please contact fundraising@stmaryshospice.org.uk



Off-shore wind-farm operators Ørsted have pledged another £20k to support us by generously sponsoring our events and challenges again for 2022. This is the fourth successive year the Danish-owned green energy company, which has a base in Barrow, has backed the charity, who provide a range of services throughout Furness and South Lakes.

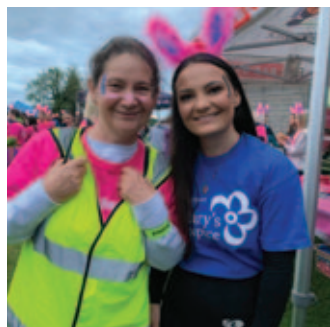
And we've leveraged those donations to raise over half a million pounds of income. Head of Fundraising Helen Carlson said: "Over the past three years events sponsored by Ørsted have raised a staggering £523,000 — a number that will only increase with activities including Walk to Remember 2022. That's the equivalent of running the hospice building for 41 days, or our Hospice at Home team making 1,538 visits to see patients."



Janet Gilmour, of Ørsted, said: "St. Mary's and Ørsted share a common ethos on 'Love Your Home' and 'Love your Community' — it is a perfect match. At Ørsted we are committed to making a positive impact in the communities where we construct and operate our offshore wind farms in the UK and so, we are proud to sponsor St. Mary's Hospice and support the work they do."

Walk to Remember

Following news of the death of the Her Majesty Queen Elizabeth II, we gave careful consideration to whether this year's Walk to Remember, should go ahead. At its heart our Walk to Remember is an event where people from across our community come together to remember those who are no longer with us, and we agreed it had never been more necessary for it to go ahead than at a time of national mourning.



The whole evening was extra poignant with tributes to the queen, and space for people to come together, talk, chat, share memories and remember each person special to them. It reinforced how privileged St Mary's is to be part of this caring community, look after and care for patients and those

important to them. Over 500 families and friends took part, walking the ten mile route from Ulverston to Barrow.

The event, generously sponsored by Ørsted, started at Ulverston Better Leisure Centre, with a host of activities from face painting to singing to welcome everyone.



St Mary's Hospice Events and Challenges Manager, Mel Dixon: "Our Walk to Remember unites us in love to remember and reflect on those that we have lost and love and never forget."



Thank you to everyone involved in making this year's walk extra special.



#TeamTowart



Every year for the past four years, come rain or shine, Alan Towart and #teamtowart have taken on the almighty challenge of the 21 mile

Coniston to Barrow walk in aid of St Mary's Hospice. Alan started his C2B journey in 2018 by completing the challenge on foot (and even running the last stretch) after being diagnosed with

Motor Neurone Disease in 2017. In 2019, Alan wasn't able to walk the full distance but that did not stop him, as his ex-BAE colleagues pushed his wheelchair the whole route. Alan has since roped his wife Dawn and daughter Sophie as #teamtowart and their determination continues to grow, successfully completing this year's C2B.

We are so grateful to everyone taking on the 40 mile Keswick walk and the 21 mile Coniston to Barrow walk in aid of St

Mary's Hospice. Every individual, regardless of which charity they walk for, should be so proud of themselves for completing such a challenge whilst raising vitals funds for charity. 2023's walk takes place on Saturday 6th May. If you are interested in taking part, either as a returning participant or a first-timer, then please email fundraising@stmaryshospice.org.uk and we will support you throughout your journey and be there on the day to cheer you on with plenty of sweets and goodies!

Tour De Furness success and the return of the Santa Dash!



The Rotary Club of Furness has always been such a fantastic hospice supporter

and once again, on 4 September, they held their wonderful cycling event, The Tour de Furness with St Mary's as their chosen charity. This was such an incredible event with cyclists of all abilities taking part. It was great to see many of our local community participating, enjoying the

community spirit, fresh air and fun.

On 10 December, The Rotary Club of Furness will be holding a Santa Dash at the new location of Barrow Park. This event promises to be bigger and better! With a festive event, all set to get us in the mood for Christmas –

this really is a date for your diary. A great big charity thank you to the Rotary Club of Furness – you're amazing!



Charnley's Home and Garden

Charnley's Home and Garden Centre in Dalton has been a huge supporter of St Mary's Hospice for many years. With outstanding hard work, hosting and support for our annual Christmas tree collection to make it possible, to staying open until very late to welcome, look after and cheer on all of our Walk To Remember participants. Charnley's continues to stand shoulder-to-shoulder with St Mary's. Over the years, Charnley's has also donated countless beautiful plants and flowers to brighten up our garden and grounds for patients, families, visitors and staff to enjoy.

Most recently Charnley's has started to display our QR codes on their counter tops, so that those without cash can still donate to St Mary's. Thank you from us all for your ongoing support and being a charitable and caring local business.

If you know of a local business who would like to support St Mary's in any way they can, whether that's helping out at an event, displaying our collection tins and QR codes or holding their own fundraiser, then please email fundraising@stmaryshospice.org.uk



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Sponsor A Nurse



“Until you experience St Mary’s you can never appreciate how perfect the place and the people are.... I take so much comfort knowing they made my dad feel relaxed, fearless and happy... I can’t thank them enough” Lauren, daughter of Ian Ball.

Our nurses are truly the unsung heroes of St Mary’s. Their commitment and dedication to ensuring they not only give expert care but also to treat every single individual with respect, dignity and love is truly humbling. We cannot change the outcome but we can change the journey and that can make a tremendous difference to both our patients and their families.

In 2021/2022, 8 out of 10 patients’ care will be funded via voluntary income. As shown on page 13 several of our core income streams can be unpredictable and covid certainly highlighted this vulnerability. Looking to the future it’s essential that we balance income streams across ones that are more predictable and sustainable. By donating an affordable amount every month via our sponsor a nurse campaign this will give us a more secure and planned income.

How can I sponsor a nurse?

We have included a form on page 23 or you can sponsor a nurse by scanning the QR code above, typing in the link: https://bit.ly/StMarys_SponsorANurse or clicking on Make A Donation on our website: stmaryshospice.org.uk.

Thank you, without your support we simply wouldn’t be able to provide all the services our patients and families need.

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Update from our Retail Team

After a difficult time facing retail, we are delighted to share that the income from our charity shops and café both experienced strong recovery, with a remarkable income growth of 68%.

Find out what's coming up and how by donating, shopping and supporting you make a difference, with an update that shares the passion and commitment from our retail team:

Donate with confidence

Charity retail really is a fantastic thing, it brings in income for charities and helps reduce unnecessary waste which is great for all of us! Our retail team's main priority of course is making money for the hospice and I'm sure it's no surprise to you if I tell you they are good at their job, bringing in lots of lovely cash to help fund our hospice services!

We tick all the right boxes when it comes to retail: excellent customer care; value for money and of course you're always spoilt for choice!

Apart from being wonderful retailers we're also a creative bunch taking unsaleable donations that could potentially end up in landfill and transforming them into fantastic window display props or crafty, upcycled items that everyone wants to buy!

Take a look for yourself, and next time you're wondering whether to donate remember we go the extra mile to ensure as many of your donated items as possible find their way onto our shop floor and far away from landfill!



Items made by Janet, Dalton shop supporter, from donated items that haven't been sold at our Dalton shop



Items made or repurposed by our shop managers in Ulverston and Grange



Items made or upcycled by our volunteer Hazel from donated items that haven't been sold at the warehouse

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The Bendy One!

The day I phoned Sue, Ulverston shop manager, the 'Bendy One' was asleep in a deck chair in the shop window enjoying the late afternoon sun! There'd been a lot of rumours about her. But I wanted to hear it for myself! So I asked Sue if she'd tell me about her... was it true what I'd heard?

Sue told me her tale, for five long years she had longed for a posable shop mannequin... with a head! Not much to ask you may think, but these things can be expensive. After a couple of years an old one was donated and found its way and into her window. It was better than the one she'd had previously and Sue was grateful but the mannequin was

posed in such a way that she appeared to be almost dancing out of the window - not exactly the look she was going for!

Sue never gave up hope and her wish finally came true when in 2022 the 'Bendy One' arrived at her door, finally she would be able to display bags and hats exactly as she had imagined!

Sue's new mannequin bends at the waist, hips and knees, she can stand, sit or kneel. Flexible is an understatement! Window dressing is now fun, displays are never the same and everyone wants to help and it's all thanks to Sue's flexible friend!



Baublicious!

The ever-popular limited edition Christmas baubles are in the shops already and — be warned — they will sell out (they always do!)

Many people like to get a bauble if they've had a loved one in the hospice during the year, but we also have several avid collectors who have one from each year since we started doing them. Our retail team are so excited about this

year's limited edition they have called it 'baublicious!'

We've also got some great local Christmas cards this year to tempt you... Barrow Town Centre, Black Combe Over Millom, Market Street Dalton, Ulverston Market Street and Grange Ornamental Gardens...still at the fantastic price of £4.

Don't forget you can shop and support online too at our online shop www.stmaryshospice.org.uk



Barrow Town Centre in age kindly donated by local photographer Linzi Buckmaster



Ulverston Market Street



Market Street Dalton in age kindly donated by local photographer Norman Pascoe



Black Combe over Millom



Grange Ornamental Gardens in age kindly donated by local photographer Linzi

Orangery Café

News from The Orangery – As always we're busy busy busy which is why we're so pleased to welcome chef Roy Langhorn to our team.

Did you know we are now licensed and serve a selection of wines and beers? It's lovely to see so many customers celebrating special occasions with our ever popular afternoon tea and a glass of fizz!

We are beavering away in the background with lots of plans, you'll have seen the gift shop has moved out to the counter area, this is to make room for the next phase of our plans for world domination – we'll let you know when it's breaking news!



Gifts in Wills

Legacies are life driven decisions that are death activated. Meaning legacies are an incredibly positive and empowering message for people who can fulfil their philanthropic dreams. 2 out of 10 patients at St Mary's are cared for via gifts in wills making it a vital income stream for the hospice.

More often than not the first time we hear about a gift in a will is when we receive probate. This recently occurred

when we discovered local farmer Jack Dent left us £50,000 in his will.

Jack's daughters said "Dad always said it was better to give than to receive, and we're really proud that he made the decision to leave a legacy gift, for the hospice so he could go on giving and helping others. He was forward thinking, cheerful and had a great sense of humour. He had really strong morals and I'm really proud of him for leaving this gift.

He didn't have any connection to the hospice that we know of, but he loved to give and help others."



Did you know you can give 1% of your legacy to St Mary's thus leaving 99% to your loved ones?

Thank you

By supporting our hospice lottery, you have helped to bring care, comfort and support to local patients and their families.



Our lottery brought in a net income of £249,010 in 2021/2022 and funds 5% of the hospice running costs. Did you know it costs £12,800 each day to run your hospice? That equates to the lottery funding 19.45 days of care. This wouldn't be possible without YOU.

THANK YOU so much for making a difference.

For just £1 per week, you can be part of our hospice lottery family, if you want to join us, please either scan the QR code above or visit our website lottery.stmaryshospice.org.uk





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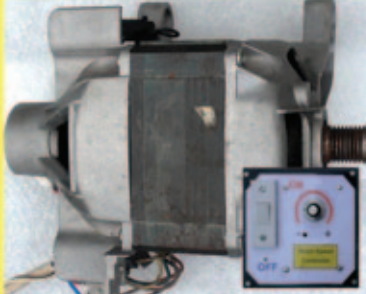
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Volunteering

Did you know St Mary's currently has 279 volunteers in a variety of roles matched to their skills and availability to help resource our services? Without the fantastic support from volunteers at St Mary's, we simply wouldn't be able to provide all the services our patients and families need.

You may think that a hospice is a sad place. We hope the reality of our warm and welcoming environment and professional team comes through from the different voices, stories and experiences from across our services and community.

It can be a valuable and inspiring experience to volunteer with St Mary's, whether it's at the hospice, Living Well Centre, our shops and warehouse, gardening, being one of our trustees, or out and about in our community. Every single role is a contribution that makes a difference. And behind each volunteer is a motivation and story for choosing to be part of our special team. We benefit from the skills and experience of top people, like Mary, who brings her unique strengths and achievements to our Barrow hospice shop team.

The support volunteers provide is vital, and we can't do it without you. If you would like to find out more about the many roles available and how to apply please visit www.stmaryshospice.org.uk or contact volunteering@stmaryshospice.org.uk. We would love to hear from you!

Top Volunteers

St Mary's People

MARY DICKINSON
Re:Love Volunteer

WOW!

TOP VOLTS

VOLUNTEERS RE: LOVE, RETAIL TEAM	1952
LENGTH OF SERVICE: 7 YEARS	7
SKILLS: EYE FOR QUALITY, TEAM PLAYER	100
SUPER POWER: BIG HEARTED	100

TOP VOLUNTEERING FACTS FILE

PASSED

In 1971 at the age of 20 played right back for the Falcons 5 then the White Arrows ladies football teams. Opponents included Preston Northend and Lancaster University.

Worked for Royal Mail 1974 to 78 and was the first female driver in Barrow to pass her test with them.

Age 30 working at Butlins, Mary played snooker with Dennis Taylor.

At the age of 32 Mary took part in K2B. Her hubby and dog gave up at Dalton but Mary powered through... She may have finished last but she finished! She found out afterwards that she was pregnant - a welcome surprise as she was told she couldn't have kids.

Top facts about Mary ...



Priority vacancies ...

- Our hospice shops
- Family and Bereavement Support
- Patient drivers
- Maintenance
- Trustees
- Orangery Cafe
- Gardening



LumiBio supports St Mary's Hospice

Since the start of the pandemic society has become much more aware of infection control. More than ever before, we understand the need to wash our hands and to make sure surfaces are clean.

But infection control isn't a new problem. It might surprise you to learn that in 2019 — when most of us only knew 'Corona' as a beer — almost five million people in the world died because of infection. To give that some context, it is estimated that, globally, five and a half million have died from Covid-19 since the start of the pandemic.

A company with its roots in South Cumbria, LumiBio, had already started work on tackling that challenge of infection control in healthcare settings.

Their solution is so remarkable, precisely because it is so unremarkable that you almost wouldn't know it's there. Small dispensers emit an odourless non-harmful gas, which is PH neutral and harmless to humans, animals or electrical equipment. The gas is spread around the room in a light mist —



immediately reducing pathogen levels to almost zero — and what's best, is that it kills not only pathogens in the room at the time, but it also remains active for up to five days.

Ulverston based biotech specialist Andrew Metcalfe is a director of the firm. He has worked with major International firms like Pfizer and GSK. He and LumiBio had installed a system in St Mary's Hospice just as the Covid crisis engulfed the nation.

"Our system wasn't designed as a response to Covid," Andrew explains, "although it has been independently proven to kill that pathogen too."

"We had developed LumiBio as a way of reducing infection rates in health care

settings, and were trialling it in a number of places before Covid became headline news. Covid has brought it into sharp focus, but infection control has always been a major issue for health care professionals.

"You only need to look at the numbers to see the value. In 2016/17 21% of bed days across the NHS in England were attributed to hospital acquired infections — if we can reduce that down to zero, or close to zero, imagine the boost that could give our NHS. It would be seismic."

At St Mary's the benefit has been immense. Giving essential workers confidence to be in the offices during the pandemic and helping to ensure that the In-Patient Unit could remain open throughout.

Head of Communications and Community Engagement Karl Connor said: "It has been a fantastic enhancement to our arsenal against infection control."

"As you would expect, the hospice is a very clean place, because we've taken issues of infection control really seriously and our housekeepers work really hard. But we were amazed at how effective the LumiBio solution was. We did swab testing before and after, and the results were fantastic in terms of the reduction in pathogens. St Mary's is humbled but the continued support and commitment LumiBio has shown the hospice."

LumiBio's support has meant we can continue to deliver care to local people in an environment that is safer because of them. Thank you to Andrew and the team."

Gifts in kind are another fabulous way of supporting your local hospice. If this is something you could help with please contact us via fundraising@stmaryshospice.org.uk



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