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Community Magazine 2023

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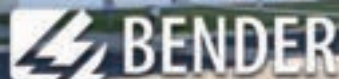
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Hello, and welcome to our annual update magazine, *The Voice of St Mary's Hospice*.

If you're receiving this it's likely because we have you on our system as a recent donor, so I wanted to start by saying thank you for your support. Without people like you we simply wouldn't exist.

Just over a fifth of our costs are funded by the government – 22% - which means we rely completely on our supporters. Be they individuals, businesses or customers of our shops, cafe and lottery. We're really lucky to have you, and we never take your support for granted.

In this year's magazine we'll share with you some stories from the year just passed, as well as provide you with updates on some of the things we have coming up in the near future. As always this is a mix of case studies showing the care we've been able to give, and amazing stories of fundraising activities that have been carried out to help ensure we can pay for it. We've also got some news on activities we have planned, both in terms of new or developing services for patients and families, to help ensure we can always be here for families across Furness and South Lakes.

One of the things about which we are

most excited, is our work on what we're calling Compassionate Communities.

Compassionate Communities was born of our desire to help more people. Last year we explored how local third sector groups felt we could make our services more equitable. In response to their comments we have merged the Admiral (dementia) nurse, Living Well and Family Support and Bereavement Services under the title Compassionate Communities. This merger reflects a new way of working which will roll out over the next 12 months to help us reach more people. We're looking to get those services out to more people in communities which are under served by us right now, and who our friends in the third sector have told us we could do more to support.

Our services are all available free of charge to everyone in our community who needs them. Death doesn't discriminate in any way and neither do we. It is our aim that hospice care is available to everyone no matter their colour, religion, the kind of relationship they are in, their age, or anything else about them.

We look forward to being able to report back here next year on our progress.

Val Stangoe
Chief Executive

Our Care – In-Patient Unit

A day in the life of Kate

This is a day in the life of Kate, St Mary's Hospice Clinical Lead (In Patient Unit/Hospice at Home/Fast Track)

"I don't know how you do your job, isn't it sad?" This is the usual response when I tell people what I do for a living. People assume that the hospice is a sad place and sometimes that's true, but it's an amazing, incredibly happy place where people laugh, plan and make memories.

06.15: My day generally starts early with a dog walk where I tend to make my 'plan' for the day ahead.



07.30-08.00: Arrive into work on to the In-patient unit where my base is located and have a check in with each and every member of the three teams to see how everyone is doing.

Following my initial check in with the teams, I will seek out the Integrated Team Sister/Nurse in charge for her to give me an overview of how the day is looking. Check my emails and work calendar to ensure that I'm up to date on the day's events.

Link in with Fast Track co-ordinator and see how many patients we have being supported by the Fast track team and logistically/geographically how many new patients could we accept on to the service. What week are patients currently being supported on and are any re-assessments due? The reassessments are important to review the current level of care support visits that are in place. If so, plan them into the day with the Integrated Team Sister/Nurse In Charge.

Check in with Hospice at Home team to see how their day is looking and how many patients are on their caseload. Is there anybody that the team are concerned about, if so why and what can we do to help support them?

Check medication stocks to identify if any medications need ordering.

09.00: Huddle meeting – this is where the medical team, Family and Bereavement Support team, Creative Therapist, Hospice at Home team and Complementary Therapist hear the in-patient hand-over from the nurse in charge. Following the hand-over, a discussion will follow about current referrals there are and to prioritise and assess each referral individually. If needed, plan admission and update the referrer, who in turn will either inform the patient or the hospice will contact the patient and let them know and organise transport in.

09.15: Community Multi-disciplinary Team meeting (MDT). This is where our community and local Acute Trust colleagues and the hospice staff join a weekly meeting via Microsoft teams to discuss all the community and hospital patients that are currently being supported by all teams. This MDT meeting is vital in order to provide seamless care when patients are being discharged from the Acute Trust back home. Within the meeting, the patient's preference and wishes are discussed



and any symptom management issues that the team need to be aware of. From the hospice perspective, we can also provide an overview of patients that have been in the in-patient unit for symptom management and who we are aiming for discharge home.

10.15: Check in with emails and see how I'm doing with my 'plan' for the day. All being well any urgent emails are answered before the next meeting.

10.30: Incidents meeting: This is a meeting where our Senior Management Team, Quality Improvement Practitioner, Integrated Team Sister(s), Practice Educator and Health & Safety Facilities Manager review all incidents that have been reported. Incidents could include; a fall (staff, visitor, patient) safeguarding concern, infection prevention. Each incident reported will be assigned an investigator and reviewed with an action plan. This highlights the hospice's transparency in reporting all incidents and near misses.

11.00: Hungry and need to refrain from having a cake/biscuit! So a cup of coffee and check in with services to see if all running efficiently. Check in with staff to see how everyone is doing and if anyone wants a 'catch up' I offer an open door policy, someone is often coming in for a chat. This is great as I see this as an opportunity to catch up with staff and understand what it is that brings each and every one of them to work each day. Listening is such an important part of my role and ensuring that points made are understood and validated and feedback provided to staff. Recently to also help maintain staff well-being, where hospice staff and volunteers are being offered;

Complementary therapy – gentle massage to back, neck and shoulders

Hearts – designed to calm and sooth the central nervous system. A non-invasive treatment done whilst fully clothed and through a soft blanket, using gentle stroking movements, holds and visual imagery.

Reiki – A non-invasive extremely gentle touch therapy, that helps to invoke feelings of relaxation and peace.

Reflexology – a non-invasive foot massage that can help to promote deep relaxation, stress relief and enhance well-being.

12.30: Lunch – YAY



1.00: Check with Fast track co-ordinator for any referrals and their urgency. Look at current workload and identify current priorities and time frames. Work to meet these demands to ensure objectives are met.

15.30: Hoot. This is our second meeting of the day where the medical and nursing team 'touch base' regarding current in-patients. Each patient's plan of care is reviewed and recommended changes agreed by the team.

16.00: Link in with specialist interest team lead. This is a new initiative where the hospice has introduced specialist interest teams within the following areas;

Infection Prevention

Moving & Handling

Medicines Management

Spirituality

Tissue Viability

Neurological conditions

Each team will review current practises and identify two objectives to work towards to ensure that St Mary's continues to provide evidence-based practice.

17.00: Home time (ish) today 'plan' complete?!?



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Our Care – Hospice at Home

Ange's story

Many people would prefer to stay and be cared for in their own home during their illness. St Mary's Hospice at Home team works closely with community nursing teams, specialist nurses and GPs to provide clinical advice and support to patients and their families to make this possible.

Ange has been part of the clinical team at St Mary's for over 27 years and at the heart of the Hospice at Home team since its launch. Ange absolutely loves her role; every day is her favourite!



Ange was inspired to join the hospice care by experiencing St Mary's care with her family: **"My dad was actually a patient in the hospice. And we were so overwhelmed by the care that he was given. They took everything that we were worried about away from us, and allowed us to be a family. The hospice is really close to mine and my family's heart. It enabled me to be a daughter with him in his final days and I will never forget that."**

Ange previously worked on the In-Patient Unit but wanted to help bring care and choice to patients so wherever possible they can have comfort within the familiarity of their home with whoever is family to them: including their beloved pets. "I go out into our community and look after patients at

home. People get the choice of where they want to be. A lot of people choose to be in their own homes, with their own surroundings and family by their side."

"You are so welcomed into homes and we want patients and their loved ones to be as relaxed as possible, we are often greeted in pyjamas and love that people feel at ease with us. We always start by asking how we can help? We work with a wider team which includes district nurses and clinical nurse specialists, together with families we achieve hospice care at home."

"It's just so lovely, you get to know all about the families and immediately get a sense of who and what is important to them: dogs, cats, everything! Families are more relaxed at home, they can stay in their pyjamas, they get used to us and that's exactly how we want it to be, as easy as possible."

Ange highlights how important St Mary's Night Sitting service is: "We have a Night Sitting Service which is so beneficial, the night staff can stay overnight and enable that family member to have a good night's sleep. Then in the morning when we go they feel relieved to have had a good night's sleep and hopefully feel they can cope a bit better, and it's important they know they're not on their own."

"We've had wedding blessings, and once organised a wedding vow renewal at home, it was a beautiful and special day, full of happiness. It made such a difference to the whole family and things like that stay with you forever. It's about understanding what is important to patients and wherever possible we try and achieve what the families need."

"Sometimes it's not always achievable for a patient to die at home, but there is nothing wrong with that. People mustn't ever think that they have failed their loved one, because they will have excellent care wherever they are. It's just what's best at that time. You have to think of what you did do, rather than what you didn't. Birth and death you have to get it right."

"We get overwhelmed at how people pull together across our community to support their loved ones. No matter where they are, you don't need a big house, or everything to look after your loved one, you just need a bit of help and support from the services. It's how they care for their loved one, they all manage to achieve it and it makes us feel really humble. Some people ask how can you do this job? It's the best job, we are so happy every day. It's the people that we meet that make it and make such a difference."



Ange adds: "Thank you to everyone that supports us, you are all amazing and without you fundraising we wouldn't be able to provide this service."

Thank you to the Sir John Fisher Foundation for funding to support Hospice at Home.

2022-23 our Hospice at Home team provided 1,584 day visits and 285 night sits.



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Tyga Steele was pleased to take part again in the fantastic Keswick to Barrow walk to raise funds for local charities including St Marys Hospice.



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St Mary's specialist dementia carer runs a Memory Lane Café

Specialist dementia health care assistant Janice McKenna is leading a programme of activities - and fulfilling her professional dreams as part of St Mary's Hospice's new dementia service.

Janice first started training to work with dementia patients ten years ago when her mum Pat was diagnosed with the Alzheimer's disease. Already working in healthcare, Janice embarked on a dementia specialism training course because she wanted to be better placed to care for her mum as her condition deteriorated.



Her dad Stan was then diagnosed with vascular dementia and Janice took comfort in being able to help nurse him, using the special skills she had developed.

Janice said: "When mum was diagnosed I just wanted to be able to understand it. I went on a course to see what I could find out and then I did my NVQs and, eventually, got a diploma.

"It all came in handy again when my

dad was diagnosed. It was devastating that he had it too, but at least I was able to help him. I never imagined I'd end up working with dementia patients as my job, it was never about that, not to start with."

After losing her parents, Janice continued to work at Furness General Hospital and came into contact with St Mary's when her husband Dave sadly became ill.

"The hospice team nursed Dave in his final days. They were fantastic with him and when I saw the level of care they were able to give it really was something I thought I'd like to help with."

Janice was at work when she heard about St Mary's new dementia service, saying: "It was just perfect. A chance for me to go and work with the people who had been so good to Dave, and use the skills I'd gained so I could look after my parents."

Since January 2022, Janice has been organising the Memory Lane Café events at the Hospice, which happen every other Thursday from 1pm until 3pm in Ulverston, and monthly at Windermere and Millom.

"The café sessions have been really popular," Janice said. "People can come and be left with us by their carers, or their carers can come and join us too. We have different speakers each time, and play different games. There's something for everyone, and we all have great fun."

"I know how hard it can be caring for a loved one with dementia. You're isolated and stressed and it's the worst time of your life. I wish there had been something like what we provide when my parents were ill."

If you or someone you know would benefit from coming along to our cafés, find out more on our website: <https://bit.ly/MemoryLaneCafes> or please call St Mary's Hospice 01229 580 305 or St Mary's Living Well Centre 01229 444407 email: Janice.mckenna@stmaryshospice.org.uk

Thank you to Active Cumbria Live Longer Better in Cumbria Reconditioning Fund for funding to support Memory Lane Cafes.



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Compassionate Communities



Compassionate Communities is a new scheme that brings together some of the best bits of what we do, and take it to even more people across our community.

Led by returning-recruit, Lynsey Lawson, the team encompasses our Living Well services, Family Bereavement Support team and our therapy teams. They're going to focus increasingly on taking the services out to under-served communities.

Compassionate Communities for St Mary's was born after market research, commissioned by us, proved that the position in South Cumbria mirrored the national picture — with those from lower income estates less able to access hospice care.

As part of the research project St Mary's spoke to third sector organisations, including the Foodbank, Mind and Women's Community Matters, who told us that the local families they support were unlikely to access hospice care.

A post was created to lead the new team — and Lynsey, who had previously worked as a social worker at St Mary's — was desperate to come back.

"I was so excited when I heard that this team was being created. This is my dream job. I'm an Ormsgill girl and, having

worked in social services and with various organisations in the local area, I really think this is something that can have a hugely beneficial impact. There are so many people out there who don't access the care we can provide, often just because they don't know they can, and we want to change that.

"We've got some big plans. We want to turn our Living Well centre in Barrow into a really thriving community hub, and work with lots of local organisations to support them in the work they do, with them also able to support us.

"There isn't one big thing that we can do while we improve outcomes for patients on its own, but there are lots of little things which, cumulatively, will have a big impact."

At the time of writing this article Lynsey had been in post for less than two weeks — and already plans are shaping up.

"There are going to be some changes in how we reach into communities and offer support, it's such a great opportunity," she added.

We look forward to updating you on our Compassionate Communities work in the next edition of the voice and, as work progresses, look out for updates on our social media channels and in the local press.

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Our Care – Family and Bereavement Support Service

Our Family and Bereavement Support team, like all our services, is completely free of charge and is here to offer you a safe and confidential space to discuss your feelings and emotions around bereavement. If you want to talk to someone before or following a bereavement, we are here with you. Whether your bereavement happened recently or was some time ago, and whether or not your loved one received our hospice services, we can help. Find out how our Family and Bereavement support team helped Debbie, who got in touch with our team following the shattering loss of her daughter Alicia.

Debbie's story

I would like to share our story and experience of how St Mary's Hospice probably saved my life by guiding us through some very dark times. We were a regular fun-loving family, we had two children, Dan 28 and Alicia 26, then on May 26th 2021 our lives were shattered into a thousand pieces, our beautiful daughter was killed in a road traffic accident, she went out of the house one afternoon and never came back. The girl who was driving the car Alicia was travelling in was full of alcohol and drugs, she is now in prison. We went through every emotion possible.



While at the hospital identifying Alicia (which as you can imagine was just horrific beyond words), the lovely lady there told us about St Mary's Hospice where we could receive bereavement support sessions. I rang them that very same day, I felt so lost and angry, "why my girl?"

I spoke to Linda who was kind, supportive and arranged me an appointment to see her, we jelled straight away, she was easy to talk to and I found myself over the months starting to heal.

My husband at the first instance did not feel support sessions would help and that he wouldn't be able to open up to a stranger. Over the weeks he could see how much it was helping me to cope with my feelings and think of things in a different way. So he agreed to see Donna, both lovely kind ladies were assigned to us for a reason, they just got where we were both coming from. After a couple of sessions of seeing Linda and Donna, we were both offered relaxation therapy by the lovely Kelsey, after a session of opening up and letting your inner feelings out, (which was exhausting, but in a satisfying way), we then got the relaxing therapy, which can be a massage, mindfulness, or reiki just to name a few.

We cannot thank the team at St Mary's Hospice enough, they have been friendly and professional from start to finish, from the reception team (who I may add are all voluntary) to our bereavement support workers and therapy teams.

My support sessions have just come to an end after nearly two years (my decision) with the option of getting back in touch if I needed to. We were never at any stage made to feel like we had exhausted our sessions. Just an added bonus at the end of our sessions, we got to have lovely food and coffee in the Orangery attached to the hospice.

I just want to end with thanking Linda and Donna from the bottom of my heart, for all their support and kindness.

Thank you to Debbie for kindly and bravely sharing your story.

To find out more about the help you could receive from our Family and Bereavement Support team please call us Monday to Friday on 01229 580 305 Option 6, or visit our website www.stmaryshospice.org.uk



We are always looking to recruit volunteers to this much loved and needed service, full extensive training will be given. If you can help make a difference to families across our community please get in touch volunteers@stmaryshospice.org.uk. Thank you National Lottery Awards For All Funding supporting our vital volunteer recruitment.

ST MARY'S HOSPICE YEAR IN REVIEW 22-23



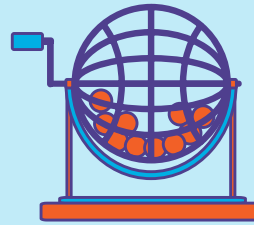
1,584

Day visits provided by our Hospice at Home team



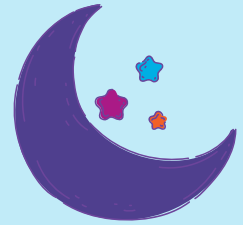
335

Individuals remembered loved ones at Light Up A Life



6,400

Weekly supporters playing in our St Mary's Lottery



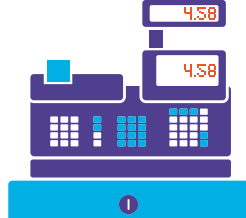
285

Night sits have been provided by our Hospice at Home team



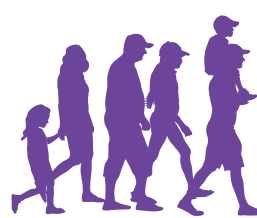
£265k

261 volunteers bring skills saving St Mary's over £265k



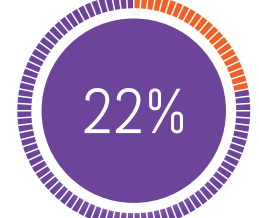
121,325

Items sold across our St Mary's charity shops



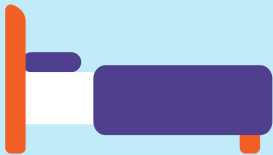
£43,727

Raised by 442 supporters at our Walk to Remember



22

22% of our £5.2m running costs is paid for by the NHS



128

Patients have been cared for on our In Patient Unit



473

Referrals received for our Family and Bereavement Support Services



£78,787

Raised from sales on our eBay online store



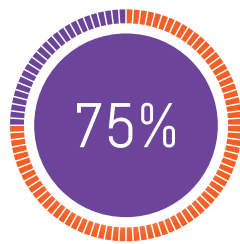
17,144

Items sold at our St Mary's Furniture Warehouse



£21,216

Raised by supporters who participated in the Skydive



75

Bed occupancy at St Mary's Hospice



25,387

Hot drinks sold in our Orangery Cafe

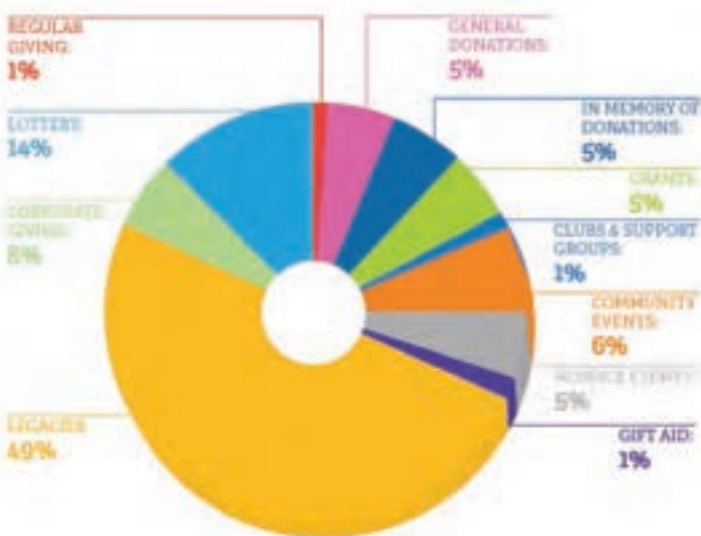


1,544

Attendances at Living Well Services

Focus on Fundraising – How are we funded?

FUNDRAISING INCOME - £3 MILLION



2022-23: TOTAL INCOME: £5.2 MILLION

As you can see from the graph, the vast majority of our funding comes from you — our community. We get just 22% of our costs funded by the government, via the NHS. We know our teams in fundraising, retail and hospitality are fantastic at what they do, and we know how loved and supported we are by the community. Because of this, we'll be entering our 35th year in a strong position.

But there are so many variables and things which are outside of our control. If we have a really wet summer and all our events are cancelled, how do we plug the gap that would create? If we have a cost-of-living crisis and people can't afford to donate, how do we plug the gap that would create? We were very fortunate during the pandemic years that the government stepped up and gave extra support to hospices, but that was a decision taken in the moment and there is no guarantee that it would be repeated, if we were ever able to find ourselves in a lock-down position again.

We're working with other hospices in the North West to share best practice and, as members of Hospice UK, to lobby politicians to give hospices like ours more security by providing

more of the funding we need to deliver the services that you, our community, deserve.

This year, to highlight the shortfall, we held our first ever 'St Mary's Day' — on March 22nd. This is the day of the year that, if we started on January 1st, our government funding would run out, leaving us unable to pay for our services.

Hospice UK's Chief Executive, Toby Porter, visited us to mark the first 'St Mary's Day'.

He said: "I've been really inspired by the work that they do here at St Mary's. It's a fantastic local community here and I'm grateful that they love and support St Mary's, but the 22nd of March is far, far too early in the year for their central funding to run out. The government should do more, and we're pressing them, on behalf of St Mary's and all the other hospices in our network, to step up and do more."

St Mary's Head of Communications and Community Engagement, Karl Connor, said: "Funding levels are decided by local NHS leaders — meaning they are vastly different in different parts of the country. Ours, sadly, is one of the lowest. If we were able to secure 30% from Government, which is the national average, we'd be in a much better position.

"There is a looming funding crisis across palliative care in the UK. We're really fortunate here in that we've got a very supportive community, and amazing teams running our fundraising and retail operations who manage, just about, to bring in the money we need to provide the high standard of care that people across South Lakes and Furness deserve.

"Reducing costs would mean not being able to help as many people as we do currently, and with demand for our services growing year-on-year, that isn't something we want to contemplate, so we're doubling down on increasing income."

Over the next few pages we'll tell you about some of the ways you can support us, if you're able to.

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Here's how you can help

Each year our community make donations that make it possible for us to provide care, free of charge, for hundreds of patients and families across Furness and South Lakes. We are eternally grateful for every single penny that comes in. Here are a few of the ways you can help ensure we provide that same level of expert care for ever.

Regular giving

Donating regularly, whether that be monthly, quarterly or yearly, helps protect the future of our hospice. Our current appeal is called Sponsor-a-nurse (the name changes occasionally).



When you sign up to make a regular donation — which can even be just the equivalent of a cup of coffee or a pint of beer each month — it allows us to forecast the level of income we can expect. This ability to forecast enables us to plan our spending more robustly, meaning we can take on new services and staff them, with a degree of certainty that we'll have the income to cover the expenditure. Find out more through the QR code how you can become a regular giver!

Legacy giving

A gift in your will is a way of continuing to make a positive impact on your community after you've died. It is also an increasingly popular way in which you can support your family and remember your favourite charities, because you can leave as little as 1% to us and still ensure your family is taken care of. Anything you give us, is guaranteed to be spent delivering care locally.

There are even tax benefits for those who inherit your estate. If your estate is liable to inheritance tax it is likely that you will save £400 for every £1000 you donate (this is a rough guide — please get professional advice if you think you may fall into this category!)

Making a gift in your will is a joyful act which is life driven and only death activated — and did you know, those who leave a gift to a charity in their will live, on average, eight years longer than those who don't.

One in every six patients at St Mary's has their care paid for by a gift someone left to us in their will, and every gift in a will, however large or small, really does make a difference. What's more, if you've already written a will, all you need to do is contact your solicitor and pass on our charity number (517738) to remember us in this way. See the advert for Legacy giving on page 25.

Our Events

Every year hundreds of people take part in fundraising events for St Mary's Hospice. There are ones that we run year in, year out, like our Walk to Remember and our night time mountain treks (this year we're going up Blencathra!), as well as newer events that have proved really popular, like Everest base-camp expedition and our Skydive for St Mary's. Did you know that two of this year's participants, Dr Sylvia Wood and Bridget Chaplin, who were 88 and 81 respectively, only found out about the Sky-Dive after reading last year's edition of this very magazine? So, if you're a thrill seeker, however young or old, maybe you could be next?



As well as our events, we also take part in local and national events. For example, we're proud to have a huge team take part in the Keswick to Barrow and Coniston to Barrow walks, and we've usually got spaces in events like the Rob Burrow Marathon in Leeds, and the Great North Run on Tyneside — all you have to do is raise the relevant minimum sponsorship (and do the event, of course!)

These events are a guide and not an exhaustive list. You can do anything you want for St Mary's Hospice (as long as it's legal). Ever fancied playing in a 24 hour football match? Submerging yourself in ice-cold water every day for a month? Shaving off your hair? Or maybe cycling from Lands' End to John O'Groats? All of these have been done in our name in recent years.

The world is your oyster — and if you let us know what you're planning we can usually promote your event on our social media sites, helping you to raise even more.

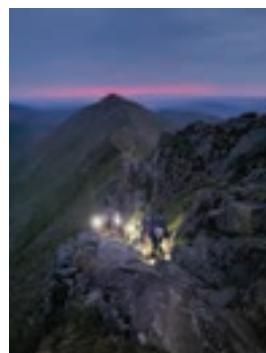
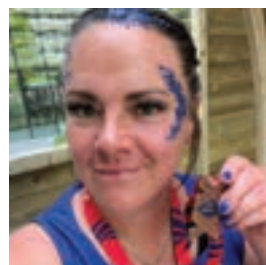
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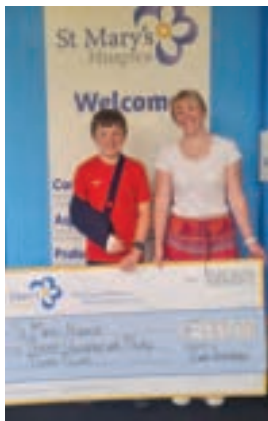
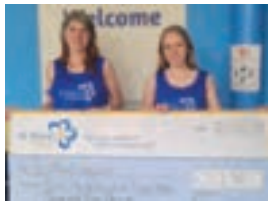


How do we show our gratitude for the love and commitment our community show us?

We are so lucky to be part of such an amazing community and although we can't include everyone in our photos we

are so very grateful and humbled by each and every single penny donated. We exist to make a very real and positive difference to our community but we only exist because of you. And look at the many ways you support us!







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Lottery

We've been running our lottery for many years, and it continues to be a very popular way in which our community chooses to support us. While the prizes and administration costs mean we don't make as much profit from the lottery as we do from some of the other ways people choose to donate, we really value everyone who plays. If you were thinking of playing any lottery at all, the £1 you spend on a ticket does ensure that the money will be spent locally with 100% of profits (some £245k last year!) paying for the care of patients in our services across Furness and South Lakes. That's one in every 37 patients we see.

And what's better is, we've just revamped and relaunched it, see the feature on it on page 24 for details.

Light Up A Life

In the run up to Christmas each year, we hold a series of church services across the region, which are focused on lighting candles and remembering loved ones lost. Although held in churches, these services are not especially religious, and are open to families of any religion or none. In exchange for a small donation, the names of those who've been lost during that year are read out, and names are printed in an order of service. Details of the services can be found on our website from around November each year.

Memory Tree

We have a permanent memorial to loved ones lost. Placed on the wall outside the building at St Mary's, our memory tree sculpture is on display and can be a great way to create a place for families to visit. Leaves are purchased for a one-off cost. They are usually associated with people who've died in our care, either in the Hospice or at Home, but this isn't a rule and, if you'd like a leaf to remember a loved one, you can find details on our website.



Raffle

Each year we run just one St Mary's Hospice raffle — and your chance to buy tickets is included in this magazine. There are some great prizes, and every pound donated via this raffle goes back into our funding pot to pay for local care.



Trusts and Grants

Each year we apply to various trusts and for various grants, to support our work. We'd like to thank The John Gilpin Foundation, Lakeland Disability Support, BAE Give As You Earn Scheme, Herd & Muriel Lawson Charitable Trust, Taylor Newton Hibbert, Hospital Saturday Fund, Freemasons: Provincial Grand Lodge of Cumberland & Westmorland and Ulverston Town Council, Sir John Fisher Foundation, Albert Hunt Trust, David Snowdon Trust, Coop Community Fund and Cumbria Community Foundation, and The Kenneth Hargreaves Charitable Trust.



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St Mary's Hospice Upcoming Events 2023/2024



Light up a Life Services
December 2023



Christmas Tree Recycling
12th & 13th January 2024



Trek Mount Toubkal Morrocco
February 2024



Keswick 2 Barrow
11th May 2024



Rob Burrow Marathon Leeds
12th May 2024



Blencathra at NIGHT
8th/9th June 2024



Sky Dive 4 St Mary's
6th July 2024



Great North Run
8th September 2024



Walk to Remember
September 2024 (date TBC)



Everest Base Camp
April 2025 (date TBC)

Dates for existing events and any new events are updated on our website

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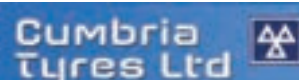
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Corporate support — shining a spotlight on some of the businesses that support your hospice.

As well as individuals who generously donate to St Mary's, we're proud to have support from a number of local businesses too. On this page we shine a spotlight on three of our supporters, and we'd like to thank them and the many others who work with us each year. If you run a business and would like to support us, contact the fundraising team fundraising@stmaryshospice.org.uk

Shed One Gin Distillery – How do we be-GIN to say thank you?

When their gin-distilling business sadly came to a halt during the Covid-19 Pandemic, husband and wife team, Andy and Zoe, put all of their efforts into producing free hand sanitiser for the local community. Andy even paused his long-term cancer treatment so that he would no longer be vulnerable and could deliver the hand sanitiser himself. Furthermore, once their alcohol supply had run out, they managed to raise £6,500 via a JustGiving page to purchase more.

Since the pandemic, Shed One have remained loyal supporters of the hospice. They are more than happy to provide raffle and auction prizes for any of our fundraising events, they continue to donate hand sanitiser to our clinical team and invite us to all of their launch events.

Co-owner of Shed One, Zoe Arnold-Bennet, said: "The services St Mary's Hospice offer are second to none, such kind, caring people. We are so very lucky to have this facility on our doorstep, and we want to support it in any way we can."



Furness Building Society – putting the love back into their communities

Furness Building Society believe in giving back to their communities and we are delighted to be the beneficiary of one of their community accounts (also known as their Affinity Account). Not only will the account earn the account holder interest but FBS will make an annual cash donation to St Mary's, out of their profits. In 2022/23 we received a staggering £90,000 which makes their grand total to just shy of £2 million. Yes TWO million!! To open your account simply pop into your local Furness branch or call Furness direct on 0808 258 3296.

Sterling Lotteries – Our lucky charm

Sterling Lotteries manage our beloved lottery along with many more charities such as Oxfam and Sue Ryder. Based in Barrow, we are lucky to call them not just our lottery provider but also a close partner to the hospice. Since 2008 Sterling have not only donated a staggering £128,170 and have become one of our longest standing corporate partners but they are also generous with their time and expertise helping guide our lottery to be the best it can be. A huge thank you to Sterling. We are lucky to have you.



Focus on Fundraising – Lottery relaunch

**LIVE LOCAL
PLAY LOCAL**

We've revamped our Local Lottery — and our new prize structure means you now have double the chance of winning a prize!

Each week one lucky ticket holder takes home £1k, with a rollover prize also available. The rollover prize can (and has) reached a whopping £10,000 — what would you do with that amount of money?

Our weekly prizes:

- 1st prize: £1,000
- 2nd prize: Second prize: Rollover increases by £200 per week up to a maximum of £10,000
- 3rd prize: £100
- 4th prize: 3 x £50
- 5th prize: 5 x £20
- 6th prize: 20 x 5 prize entries

Our lottery is a much more responsible way to gamble than unregulated online competitions. Players are unable to spend more than £20 on tickets each week, and we've recently upped

the age limit at which you can take part from 16 to 18. Our lottery is managed by local company Sterling Lotteries, who are based in Barrow but who are one of the leading providers of charity lotteries in the UK, providing services to some of the country's biggest and best known charities.

The best thing about our lottery is that the money stays in the local community. Every penny of profit from our lottery goes back into our services - last year the profits from our lottery, £245,000 made up a staggering 5% of our hospice running costs. That is the equivalent of 157 days of care from our Hospice at Home team or 37 patients' care on our In Patient Unit or even 790 Hospice at Home team night sits. The majority of prizes are won locally too (although we do have some players outside of the areas, these are usually locals who've moved away and still support us).

If you're interested in joining our Lottery, we'd love to have you. See our lottery website

<https://stmaryshospice.charitypayments.co.uk/play> for details on how to join, or scan the QR code to play!



The graphic features a central logo for St Mary's Hospice Lottery, which includes a stylized purple flower icon and the text "St Mary's Hospice LOTTERY". Below the logo is the slogan "LIVE LOCAL PLAY LOCAL" in large, bold, blue and orange letters. At the bottom, it says "JOIN OUR LOTTERY FOR JUST £1 PER WEEK". Surrounding the central text are several circular callouts with various messages: "1ST PRIZE £1000" (purple), "LOTS OF ADDITIONAL CASH PRIZES" (orange), "BECAUSE YOU CARE, WE CAN" (green), "2ND PRIZE ROLLOVER FROM £200 UP TO £10,000" (blue), and "YOUR SUPPORT MAKES AN AMAZING DIFFERENCE IN OUR COMMUNITY" (purple). There are also smaller circles with numbers: 4, 18, 46, and 22.

1ST PRIZE £1000

LOTS OF ADDITIONAL CASH PRIZES

BECAUSE YOU CARE, WE CAN

2ND PRIZE ROLLOVER FROM £200 UP TO £10,000

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Retail and Hospitality

Festive gifts make a perfect way to support your hospice.

We've successfully supplied Christmas cards for a few years, and they're always really popular, especially our Christmas cards featuring each town where we have a shop.



So if you're a resident of Ulverston, Barrow, Grange, Millom or Dalton — or if you're sending a card to someone who is — you can spread that festive cheer while doing some added good by supporting the hospice. Cards are available now in all our shops, or online (www.stmaryshospice.org.uk) but be warned to get your (ice) skates on, they may sell out!

As well as the cards, we also have four different designs of diaries and our ever popular tree baubles. The baubles are



hand-painted, and ones from previous years have become collectors' items. Our design this year features a robin,

resplendent with his proud red-breast, and our brand new logo. This year, for the first time, there is even a Christmas card which matches the design of the bauble. All of the festive products are on sale now across our shops and via our website.



A pop-up shop to celebrate



Not only do we have shops permanent shops in Ulverston, Barrow, Grange, Millom and Dalton — but for the past five years we've had a stall at the popular pop-up shop in Coniston.

Organised by our amazing volunteer Hazel, the stall has raised an incredible £10k for the Hospice since it started. The pop-up vintage summer shop features 14 stalls selling various antiques, vintage items and collectables. It has been a huge success for St Mary's and, rest assured, we'll be back next year — although Hazel is leaving some pretty big boots to fill.

If you'd like to volunteer with us, either next year at Coniston, or in any of our retail shops, we're always looking for new people to join the team. Pop into your local shop for more details.



#FurnessFashion

April 2023 saw Re:Love launch their Spring/Summer 'collection' with an in-store fashion show. It was a fantastic day with local people taking to the catwalk.

There were some fantastic outfits, all donated items and a brilliant atmosphere! Friendships were made, fun was had and fashion was sold. We had such a good time we decided to do it all again.

Friday 29th September we launch our Autumn/Winter collection...save the date, it's going to be awesome.

For more details check out our Facebook page, Retail at St Mary's Hospice or ask in our Re:Love store.



Funky but Chic

Our retail vans are looking fantastically resplendent with their new branding, don't you think?



The makeover doesn't stop there... check out our Ulverston shop, that purple really pops and the new shop sign is uber cute with the little shopping bag symbol replacing the O.

As if we hadn't been busy enough, we've released a new range of branded merchandise featuring our forget-me-not-flower logo and beautifully designed by our very own Linzi Buckmaster, Grange shop manager and Retail Comms Lead.



Starting at only £4 the range will be available from Holker Gift Shop, Grange and Ulverston shops and the Orangery Café.

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The Orangery

Atrium@The Orangery is a beautiful new room, perfect for intimate gatherings and is a lovely setting for afternoon tea.

The beautiful mural which covers one wall sets the scene with a light and airy feel. Decorative foliage and fresh new furniture and crockery complete the ambience, which has been described as being reminiscent of a Victorian palm house with Kew Garden vibes.

Collaborative working across our retail and hospitality team has given us our new dining space. Hospitality manager Clare Tyson said: "We worked as a team across hospitality, retail and facilities to make this vision a reality - with our Grange-Over-Sands shop manager, Linzi Buckmaster, deployed her artistic skills as design lead. Linzi's shop displays often win awards she is such a talented artist."



To ensure there was minimum disruption to service, our caretaker Martin Sherwood worked overnight to make the mural perfect and it's so great to see it all come together."

St Mary's Head of Retail and Hospitality, Caroline Welch added: "We believe our customers deserve only the very best of everything, and now we have provided a really special dining back drop whether you'd like a cosy table for two right up to a party for 16.

"Atrium, together with our original dining space in The Orangery, are great places to eat. Our talented team of chefs consistently cook up amazing dishes and receive rave reviews. The profits from the Orangery, and the Atrium, all goes towards providing Hospice services for our community, so it's a guilt-free way of enjoying a piece of cake or a nice meal."

For the latest news and information from our Orangery follow us on facebook <https://www.facebook.com/orangerycafe>



Volunteering



2022-23
261 volunteers
shared their time
and skills saving
£265K

Hannah Ferguson, Volunteer Engagement Officer: “Volunteers play a vital role at St Mary’s Hospice. They support our patients, their families and carers and our work across the hospice and our community in our gardens, fundraising, charity shops and warehouse, café, drivers and bereavement support and much more. Our work wouldn’t be possible with the time, skills and commitment of our fantastic team. We have feedback that it is rewarding and inspiring to volunteer, each volunteer with their story of why they want to volunteer. Thank you to Gail for sharing her story.”



Gail has been volunteering since Summer 2022, and has over 24 years’ of experience working on reception at Bram Longstaffe Nursery. Gail brings her professional and people skills to provide a warm welcome, put people at ease and provide support to the reception area.

Gail’s duties include professionally meeting and greeting visitors, answering the telephone and admin tasks: “I enjoy when people come in – and some are

quite nervous – but I’m a chatty person and do my best to make them feel welcome, reassure them and put them at ease. I’m definitely a people person and proud to be part of the hospice welcome. I’m approachable; people will talk to me about their life which is really good! And I can help with the information or get them to the right person, support and service they need.”



Gail chose to volunteer at St Mary’s as it’s close to her family’s heart: “The hospice is special to me as us as a family have used it, we have had family in the In Patient Unit, I’ve used the therapy services, and my mum was looked after by the Hospice at Home team. Who were absolutely amazing.”

Gail’s whole family have also got involved over the past decade fundraising: “my

daughters, my sisters, niece, nephew, granddaughter, brother-in-law and not forgetting Dexter – the white German shepherd – have all done the K2B or C2B. We’ve all done something and it’s always been for St Mary’s”

Gail urges everyone who is thinking about volunteering with St Mary’s to give it a go, saying: “Do it! It’s so rewarding, it really is. And you will enjoy it. You get back what you put in! For me, people coming in talking to me and when you see them relaxing, you feel like you are helping.”



If you’re interested in volunteering for St Mary’s Hospice, please visit our volunteering section on our website for more information or email volunteers@stmaryshospice.org.uk.



Priority vacancies ...

- Reception
- Reception In Patient Unit
- Café and retail shops
- Living Well drivers
- Fundraising event volunteers
- In Patient Unit meals
- Family and Bereavement volunteers

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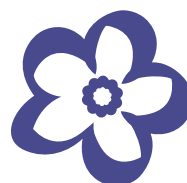
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