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

Community Magazine 2021

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Welcome to the Voice.

This is our magazine in which we thank you, our supporters, for the generosity you have shown in making it possible for us to continue to serve the community.

There have been some real ups and downs over the last 12 months. One of the ups has been our new medical structure. That system is working brilliantly. Our on-site medical team (three doctors and three Advanced Nurse Practitioners) deliver a service rated highly by patients and families, which has support from arm's length consultants who they talk with online at least three times a week. They can also talk to them more regularly and out of hours in any complex situations. For rural hospices, like ours, this innovative model might help solve issues around recruitment. We are proud to demonstrate this model not only works but is more sustainable than previous models.

Also on a positive, since our beds reopened they've been used, with a bed occupancy average of 84%. That gives us certainty that the number of beds we're using matches our population needs.

Financially it's been good too. Last time I wrote, we'd just had the first round of Government covid grants and, at that time, we didn't know if there would be any more. Thankfully a second round of grants was delivered. Along with your financial support that meant ending the financial year on a high note with an unexpected level of profit. Not that we ever have 'profit' as

such — everything we make over and above our running costs is put back into the services we deliver, and we've been making some significant plans.

Some of these involve investing in making more money in coming years. This is good because as you know 'Money makes Care'. Every time we increase our income we can increase the amount of care we provide and we make the future of the hospice more certain. Our plans also involve a new clinical service. For the first time we'll be employing a specialist dementia nurse, who will work with a small team to make a difference for families caring for someone living with dementia.

What's not been so good this year? I think you probably know about those bits: the masks, the social isolation, the sickness, the loss. We can only hope we manage to move on from this difficult time and find a new way of living.

For the moment were not changing many of the rules at the hospice. Keeping our clinical and other services open means focusing on keeping our staff and volunteers covid free. If you visit our shops or café, by continuing to use masks and sanitiser and keeping a distance you can help us to keep covid out of our building. Some people are much more vulnerable than others so let's all look out for each other.

Finally, we are only able to provide the care that we do, because you provide the support that you do. Our services are always free to our patients and their families. The NHS provides less than a fifth of our annual running costs — almost all of the rest comes from people like you.

So, whether you've walked up a mountain, jumped out of a plane, bought a lottery ticket or made a donation online thank you, from all of us at St Mary's.

Val Stangoe
Chief Executive

Our Care

– In-Patient Unit



Kate Davison - Clinical Lead for the In-Patient Unit (IPU) and Hospice at Home:

We proudly provide both In-Patient support, for those who want to come into the hospice, and Hospice at Home support, which means we provide services in patients' homes. The IPU offers support for many different reasons including symptom management. This is when someone who has a life limiting illness in the community has uncontrolled symptoms and is admitted to the IPU for a period of assessment. Following this period of assessment, a treatment plan is formulated and agreed with the patient. This can take time but is usually within a 2 week period, following this, the patient is then discharged home with support from the community in place. We also offer support for patients who are in their last days/weeks of life. Whilst it is always sad when someone dies, we believe that providing people with dignity and respecting their wishes is central to what our ethos is at the hospice.

Our IPU re-opened with our new medical team in April 2020, in the midst of the pandemic. We opened early in reaction to the need that was evident in the community. We initially opened four beds, but soon increased to six, and always keep a seventh ready for an emergency, so that we are always able to react and serve the community when needed. Since reopening of the IPU, we have supported over 120 patients and their families.

We have travelled the journey together, the new medical team, the new Supportive Care UK specialist palliative care consultants, the nursing and care teams, and, of course, our patients and their families. We have maintained a compassionate approach to visiting on the IPU, whilst being very mindful of the necessary infection precautions that needed to be taken. We are very grateful for the wonderful support we have had from family visitors, who have undertaken daily covid lateral flow testing prior to visiting, and coordinated between them to ensure numbers of visitors were kept to the safe limits set.

The staff adjusted brilliantly to undertaking weekly lateral flow and PCR covid testing. Working whilst wearing PPE has given us many challenges. It has been harder to talk effectively when wearing a face mask, and our usual hugs have had to be curtailed! "The hospice helped my family cope and say goodbye at a very difficult time, even with the extra difficulty of covid around".

As a team, we always tend to look at things from many different perspectives, really listening to what is important to





“Being on reception on the In-Patient Unit is totally different to being on main reception, but very rewarding. The staff are so grateful for everything I do. I was given great training by Jo Blake which certainly helped me to settle in” Helen, Volunteer on IPU Reception

And, yes, we even conquered use of Teams and Zoom for having meetings and keeping connected with teams external to the hospice. We continue to work closely with our community and hospital-based colleagues and have great relationships with the palliative care and district nursing teams. We have a virtual meeting every week with the hospital and community teams, during which we endeavour to provide a seamless service for the patients and those important to them, to ensure that there is the consistency of care, which is so important for people.

the patient and the family. Giving very individual, personalised care is a top priority for us. “Our exact needs were met and my wife passed away in the best environment that was possibly available without pain and suffering.”

For one patient, it was really important that she saw her Mr Darcy again. Staff were also quite keen for this to happen; however, they were met with a surprise when they met Mr Darcy - he was the most magnificent horse, brought into the hospice car park by the patient’s family.

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. We now have volunteers helping to staff the In-Patient reception area which is a tremendous help. “All staff gave accurate advice, from management, nurses, doctors, people manning the desk, support workers, café staff”.



Looking excitedly ahead, we recently received a grant from Morrison’s Foundation to transform our IPU bathroom and provide a welcoming and relaxing hydrotherapy and well-being experience for patients. Keep an eye on our social media posts for updates, as this wonderful project unfolds.

**“Overall the service is outstanding - meeting needs before even asking.
All staff are friendly, courteous and polite.”**

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Our Care

– Hospice At Home

It has been a very busy year for our Hospice at Home team, who care and support people who wish to be cared for at home as they approach the end of life. We cared for 361 patients and their families in 2020-21, and supported 208 patients to die in their own home. As with all healthcare services, staff adjusted to wearing PPE and maintaining infection prevention measures, alongside delivery of expert palliative care:

“From the first instance the Hospice at Home girls came into our lives and I can honestly say that their service, compassion and care was second to none. They listened, acted upon and cared for our every need. They loved and cried with us. They helped keep us safe throughout the Covid-19, always covering up and we appreciate them for that. I kept my husband at home until his journey ended and for that I will be forever grateful to the girls for helping us to achieve it”



In December just as the wet and cold weather hit, Sir John Fisher Foundation came to the rescue of our Hospice at Home nurses, providing a much needed replacement vehicle equipped to cope with the toughest of Cumbrian weather and terrain. Our Hospice at Home nurses have been able to support Patients and their families across South Lakeland, safe in the knowledge that day or night they

can reach and care for even the remotest of patients.

Caring for a loved one at home can be rewarding but also very tiring and emotionally draining. So, 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”

“I often questioned whether I was doing the right thing. It was helpful to feel someone would listen”

We provided 452 Night Sits in 2020-21; 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 undertake 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.

“Our whole family are so grateful for the care and support we all had from your Hospice at Home Team. The nurses were kind, caring, compassionate, and informative and provided us with the much needed back-up so we could look after our much loved Dad in our own home, his very wish. In these covid times, Dad was so lucky to have a good death. It is all we wish for, for our loved ones and ourselves”.

Our Care – Living Well

We provide a range of other services, with the aim of improving the lives of patients and their families, via our Living Well team. The team works in our Living Well centre in Barrow, as well as at the Hospice and, covid permitting, will increasingly be out and out across the region delivering services in the community.

The pandemic meant that many of our Living Well services had to pause because, for example, it was not safe to deliver group work. Our team used this time for reflection, looking at what we provide and how we deliver it, so that we could improve and make an amazing service even better. Covid helped us to realise how important socialisation is to our overall health and well-being and how this has been greatly missed since the spring of 2020. With this in mind we have looked at what else we can offer and are delighted to have been able to expand our provision with a number of new programmes. These include creative art therapy sessions, our Feel Good Days, Fatigue, Anxiety and Breathlessness Programme (FAB), Physical Activity Exercise sessions, and we've even refreshed our much loved Day Hospice. We have also realised the difficulties people face getting to our programmes and with this in mind we will be delivering some of our programmes in our local communities (Furness areas, South Lakes, Grange, Millom and Duddon Valley).



Lex, our new creative therapist, spent time with one of the patients on our IPU, who drew the most amazing picture. This gave him the opportunity to express himself through his artwork: “doing this has made me feel like me, I love the outdoors and nature and sometimes you just focus on your illness and not what is outside your window”.

We also have a new very talented and experienced in-house complementary therapist join our team, Kelsey Warren.

Kelsey said: “I am pleased to have the opportunity to tell you a little about myself and my role at St Mary’s Hospice. I have recently come to work at St Mary’s Hospice as a complementary therapist within the amazing Living Well Team. This is a really exciting time to have started in post, as services are recommencing. I have recently been in contact with the previous volunteers who are all excited to come back and support the complementary therapy service. I am also hoping to recruit further volunteers which would enable the service to be extended to further patients and families.

Complementary therapy is something I feel passionate about. Having started my training over 20 years ago and having provided treatments to friends, family and over to members of the local community through running a mobile massage business. I have been fortunate to see the many benefits massages and holistic treatments can bring to people. This includes relaxation and an opportunity to de stress. It helps to improve mood, supports pain relief and aids sleep. Tailored treatments such as oncology massage and myofascial release help with the management of specific conditions. Treatments such as hot stone massage and Indian head massage offer deep relaxation and the opportunity for people to find a little sanctuary at the most difficult of times.





All this would not be possible without the donations received from people like you and from businesses within the local community. Your donations help us to develop beautiful therapy rooms at both the

Centre and at St Mary's Hospice. We have also been able to purchase equipment that will enable us to work out in the community delivering complementary therapies to those who are unable to get to us. I am enjoying working with patients on the IPU and there has been amazing feedback saying how much they enjoy the treatments.

This really is an exciting time for the whole Living Well Team. Myself, my manager Marie Simmonds and the rest of our team, which includes a creative therapist and occupational therapist have a shared aspiration to reach and improve the lives of as many people possible.

If anyone would be interested in volunteering, I would love to hear from you.



"I hope to update you in the coming months on the progress we are making."

As Kelsey has stated, we could not run our Living Well service without our wonderful volunteers. We are thankful that we are now in a position to start bringing our volunteers back to support our services. Here is what our volunteer Maddie has to say:

"I really enjoy listening to all the stories our day hospice patients have to tell about their lives. One patient lived in London. It amazed me how different her life was and the people she grew up with. Her stories were always so interesting. We all love Otis the dog visiting. It is wonderful watching how people react to him. My role in the day hospice is to meet and greet the patients. I serve teas and coffee and help serve lunch. I assist with setting up the room for different activities and help clear away after. I feel my confidence has grown and I'm very happy to lead some of the games and activities. I feel very well supported by Marie and her team." Maureen is one of our day hospice patients.



"I enjoyed the day hospice immensely. There was always someone to talk to and something different to do each week. I felt humble and elated to be able to attend the day hospice. I feel in a better frame of mind after the session. It was also nice to make new friends as I really enjoy talking to other people. I would definitely recommend this service to other people".



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Our Care – Family and Bereavement Support Service

Another important service that we provide to local people, always absolutely free of charge, is the Family and Bereavement Support service.

Another important service that we provide to local people, always absolutely free of charge, is the Family and Bereavement Support service. Our team of staff and volunteers are there to support any adult in the area who has suffered a loss, regardless of whether the person who has died has been a patient of St Mary's.

Sadly, but perhaps not surprisingly, the team has had its busiest ever year. At the time when they've been most needed by the local community, they've come up with new ways to support clients - taking sessions into video or phone calls - during lockdown periods when it was not possible to meet.

The team received 616 referrals between 2020-21, an increase from previous years. The team is made up of three staff and 21 volunteers. At the time of writing they are supporting 218 clients, and gradually returning to face-to-face assessments and support.

Support from Cumbria Community Foundation ensured we could continue to deliver our core services and respond to increased demand in specific areas. Alongside the National Lottery, Cumbria Community Foundation supported us to increase Bereavement Support with additional staff time, recruitment and training for more of our inspirational bereavement volunteers.

Linda, Family and Bereavement Support Volunteer: "To know that I am doing

something worthwhile and helping people at a very emotional and vulnerable time in their lives is immensely satisfying and I really wanted to help others because I had received help myself." Our volunteers are invaluable and we are updating our Bereavement Support Volunteer education programme, so that we can recruit more volunteers to meet community need.

"The bereavement team have been so supportive following the death of my husband. L has been invaluable to the whole family with her support. The whole team made a very hard situation easier. Their combined support is immeasurable". We receive referrals from a range of sources and healthcare professionals, and welcome anyone who may hear about the service to call our hospice team if they would like to access support, or email via our website.

"Talking about my feelings and having H listen and give me advice that was invaluable. I felt I could open up to H, she gave me strength to deal with all my emotions dealing with my loss and situations that I found myself in. I can still hear her words in my head when I think about certain situations that upset me".

For many who have been grieving in isolation, one way of receiving support has been by becoming a member of the St Mary's Facebook Bereavement Support group. This group has over 100 members in a safe and supportive environment connecting with others. At the height of restrictions, Linda, one of our bereavement volunteers, set up twice weekly Zoom calls for the members of the Facebook group to come together to support one another. Pauline, a member of the Facebook group,

says "I don't know where I would be without the zoom calls and Linda the volunteer has been amazing".

Another group that people can access is our walking group. The group is led by two of our volunteers and anyone who is currently receiving or bereavement support or has completed their 1-2-1 sessions can take part. This vital group allows people to access bereavement support in an informal way and enjoy exercise, benefitting emotional well-being.



Thank you Gen 2 Apprentices (Kimberly Clark) for our fabulous planters and bench for the Bereavement Support Garden.

We have developed our new Sunflower Garden very ably assisted by HMP Haverigg and staff from Stollers. Funds for the building materials, equipment and the delivery of our associated Gardening Bereavement Support Programme were generously awarded by the Town Lands Trust and the Co-op Community Fund. Funding through the Co-op was generated by our fantastic community, shopping at our local Co-op stores. If you haven't done so already, this is a really easy way to support St Mary's. Just sign up for a membership card and select St Mary's as your chosen charity. Each time you shop at the Co-op, scan your card and as well as receiving discounts and money off coupons for yourself, the Co-op makes a donation to us!

St Mary's Hospice

Year In Review 2020-21

 **84%**

Bed occupancy at the hospice



Our Hospice at Home team supported more than 300 individuals and families



We provided 452 night sits to support individuals and families



616 referrals to our Family and Bereavement Support Team



An amazing 294 volunteers support our work in our hospice, Living Well Centre, shops and events



Our volunteers bring skills saving St Mary's over £500k



We sold over 214 afternoon teas during the Eat Out to Help Out campaign



£87 the average donation from individuals and companies



3,194 individual donations received



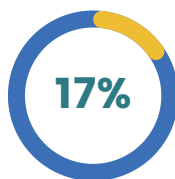
Over £63k collected via giftaid



1,147 Christmas Cards packs featuring a Dickensian Ulverston scene!



8 in 100 residents in Ulverston have donated directly to St Mary's in the past 4 years



17% of our costs are paid for by the NHS



£3.4m

£3.4m cost to run the hospice and services



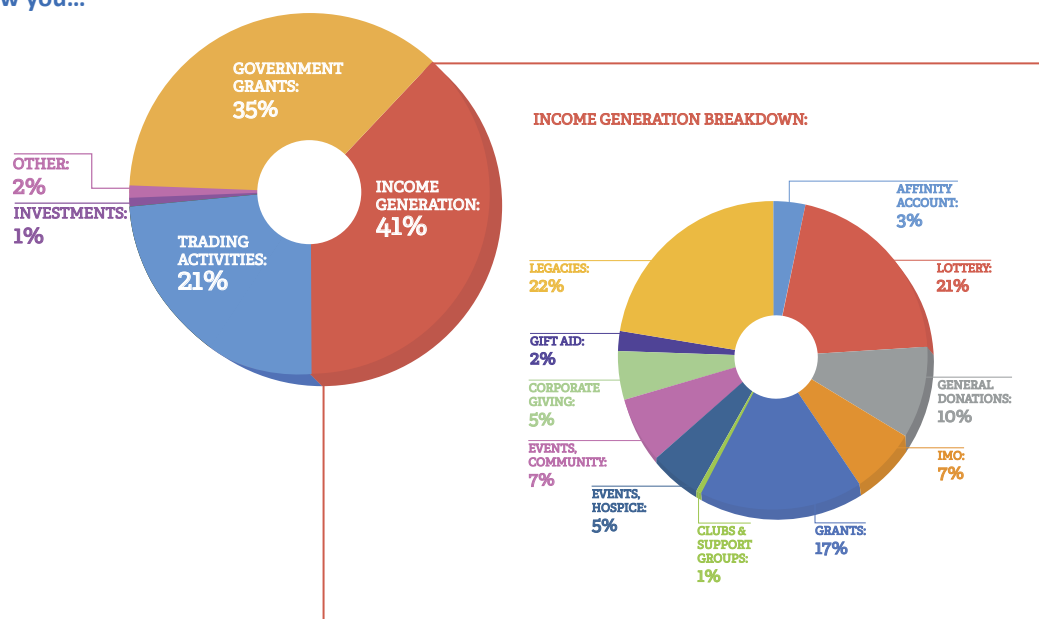
6,971

Just under seven thousand people play our weekly lottery. Thank you!

Focus on Fundraising – How are we funded?

St Mary's Hospice was born to serve our community, often in great times of need. As this edition demonstrates, we offer a wide range of services, wider than most people know but we often get asked 'where does our money come from? So we wanted to show you...

2020-21: ST MARY'S INCOME: £4.3M



Spotlight on Trusts and Grants

Over the past year we have had invaluable support from both national and local trusts and foundations. We are incredibly grateful to all those who have made such a difference to the care we give, the Trusts and Foundations we are able to recognise in The Voice and those who work quietly behind the scenes to support us.

The generosity of funders has supported the continued delivery of core care, the purchase of vital equipment and ongoing building maintenance and refurbishment. Support has also enabled us to adapt and enhance our services and develop new ones in response to the Covid-19 pandemic.

Support from Cumbria Community Foundation ensured we could continue to deliver our core services and respond to increased demand in specific areas. Alongside the National Lottery, Cumbria Community Foundation supported us to increase Bereavement Support with additional staff time and the recruitment and training of six more of our inspirational bereavement volunteers.

In December just as the wet and cold weather hit, Sir John Fisher Foundation came to the rescue of our Hospice at Home nurses, providing a much needed replacement vehicle equipped to cope

with the toughest of Cumbrian weather and terrain. With an increase in referrals to our Hospice at Home team, our nurses have been able to support patients and their families across South Lakeland, safe in the knowledge that day or night they can reach and care for even the remotest of patients.

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2020 would have looked very different for our patients, their loved ones and staff without the wonderful support we received from so many Trusts and Foundations.

Looking excitedly ahead in 2021, we have recently received a grant from Morrison's Foundation to update and transform our tired IPU bathroom to provide a welcoming and relaxing hydrotherapy and well-being experience for patients. Keep an eye on our social media posts for updates, as this wonderful project unfolds!

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Thank you doesn't seem enough...



Covid has undoubtedly changed the fundraising landscape but what is clear for all to see is that covid has not changed our community's spirit and their determination to support their local hospice. We were born to serve our community but we only exist because of you and we are thankful for every single one of you. THANK YOU.

A snapshot of what you have been up to ... and please visit our thank you gallery online as we would love to thank as many of you as possible!



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Orsted

JULY 2022 - SKY DIVE 4 ST MARY'S



JUN 2022 - 3 PEAKS IN 24 HOURS

JUN 2022 - 3 PEAKS IN 3 DAYS

OCT 2023 - MERA PEAK (NEPAL'S HIGHEST TRAINING PEAK)

OCT 2022 - EVEREST BASE CAMP (SOLD OUT)

JUN 2022 - GRISEDALE PIKE AT NIGHT

TBC - CROSS BAY WALK

JAN 2022 - STEPS 4 ST MARY'S

SEP 2022 - WALK 2 REMEMBER

DEC 2022 - LIGHT UP A LIFE



Back to Business

The challenges of the last 18 months have made us even more grateful to all of the businesses big and small who provide us with support; our corporate supporters and partners play a vital role in helping us provide the ongoing care and support that many local families depend on during a difficult time. There are many mutually beneficial ways we can work together and we would love to have you on board.

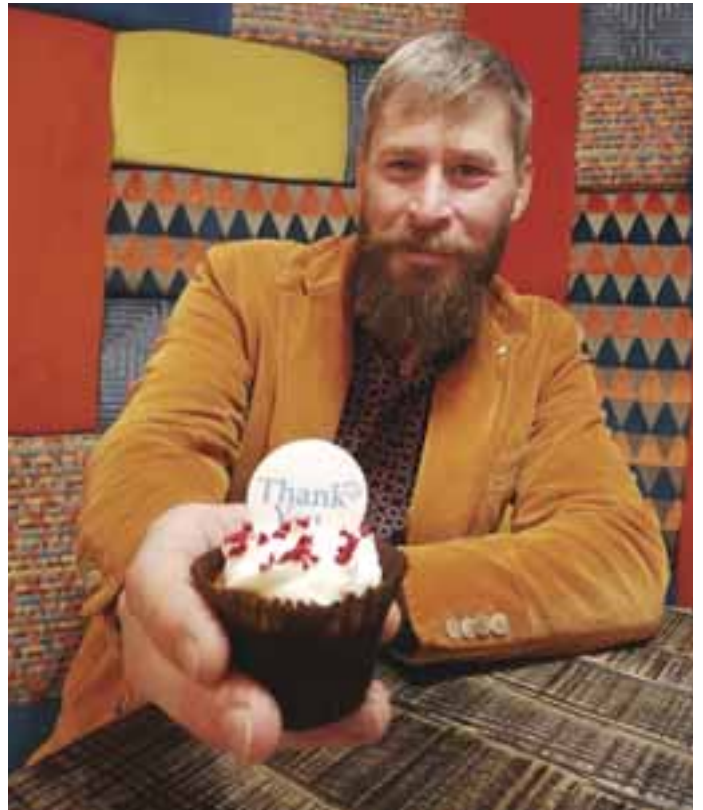


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Ørsted are our official event sponsor and have consistently gone above and beyond during our relationship. Ørsted are an international company who truly care about the communities in which they operate and who never cease to amaze us with their dedication, commitment and support. They've contributed to us over a number of years now and we've built up a great relationship with them. Thank you Ørsted. You are a fine example of how big business can integrate into a local community and we are lucky to have you on our doorstep.

Playdale

The team at Playdale asked the business to support St Mary's Hospice because the work the hospice does has affected many people within the business and local community. The Playdale team are enthusiastic fundraisers, who, in their own time, organise golf events, race nights, bake sales, Halloween fancy dress competitions and participate in organised events, raising money for the hospice. The business has also made corporate donations.



Stollers

'Thank You' for the support they received from their customers during 2020/21, Stollers Furniture World have gave something back – 2 generous cheques to St Mary's Hospice.

"We have worked with the hospice for years but since 2019 we have formed even closer links. We have seen the rewards not just to St Mary's but to us as a business and our staff. We've always valued our customers and to see the sense of community evolve during these last couple of years have been nothing short of inspiring. So our donations are more than a monetary gift, it's a thank you to everyone who have stepped up and shown their support to their communities. We hope that others will be inspired to do likewise."

Lee Stoller, Stollers Furniture World



NFU Mutual

The South West Lakes Agency of National Farmers Union Mutual nominated St Mary's Hospice to receive a donation from NFUM's national 'Agency Giving Fund', as well as providing an additional donation taking part in Scafell at night.



"We are fellow members of the BNI Endeavour Group with St Mary's Hospice. St Mary's is an integral part of the local community and offer fantastic care for their patients and families. The local area would not be the same without St Mary's Hospice and we want to do our bit to support the valuable work it does."



Furness Building Society

Furness Building Society's ethos to support local causes is inspirational. Through their community accounts FBS make an annual cash donation to St Mary's Hospice out of their profits not yours. The more saved the more they donate. This year we received a staggering £81,437.10 which pays for almost 9 full days of running costs for the hospice. On behalf of everyone at St Mary's a huge THANK YOU to FBS for having a policy that truly gives back to their local community and a heartfelt thanks to everyone who owns a community account. Together we continue to make a difference to local lives.



Take a moment to give a moment

If you are in a position to make a gift back to the community from your business, St Mary's would love to partner with you. You will join other local companies who have come together to ensure St Mary's Hospice can continue to create moments that matter, to ensure we are able to be there for those who need us, when they need us and for how long they need us.

A huge thank you to those who have already become a

Moment Maker

Be part of a movement that truly cares and join like-minded businesses who have come together to make a difference. Thank you.

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We believe our nurses and health care workers are heroes. They go above and beyond, in good times and bad, to deliver the care our patients need, whether that be in the Hospice, or patients' homes.

So many of our supporters have asked us how they can contribute directly to support the care our heroes provide. In response to that, we're launching a new fundraising programme — which allows you to directly sponsor our nurses.

On the front cover of this magazine we're proud to introduce you to Lauren. Lauren is one of four of our nurses including Marie, Solveig and Rebecca who are kindly featuring in this programme. These wonderful women represent everything that's best about St Mary's Hospice.

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.

“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 Ball, daughter of Ian Ball

In 2021/2022, 8 out of 10 patients' care will be funded via voluntary income. As shown in How Are We Funded? Several of our vital income streams are in their very nature unpredictable, and covid certainly shone a spotlight on this vulnerability. It is

imperative we balance some diverse income streams with some that are predictable, scalable and sustainable. By donating a little every month, via our sponsor a nurse campaign, you can give us that degree of security which makes it easier for us to plan the care we give.

How: We have enclosed a mandate on the next page or you can simply join via our website:
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Retail and Hospitality

Our retail and hospitality department boasts shops in Barrow, Ulverston, Dalton, Grange and Millom town centres, as well as a furniture warehouse in Barrow and the ever popular Orangery cafe at the Hospice.

We run our shops as assets to the town's in which they're situated. Our shops support a charity — but we pride ourselves on making sure they don't feel like stereotypical charity shops. The clothes are sorted and cleaned before we put them on sale, and we leave space between items so customers can browse properly before making a purchase. As a result, the shops look and smell clean and fresh.

But how do you raise money from your shops, when your shops are forced to close?

The world changed for every retailer in March 2020 when the Prime Minister told the nation to stay at home. How can you make profit in a shop if your customers can't come to visit you?

Our shops remained closed for the longest time, then they opened with restrictions, closed again, opened again, you get the idea. During this extended period of uncertainty we were fortunate in being able to continue selling with our eBay shop. However during the first lockdown we closed this too and focused on re-organising and streamlining the online operation, so that when we were ready to resume selling we would hit the ground running.

It was tough not selling online those first few months, but totally worth it because when we did reopen our eBay shop we



were able to do so with the confidence that we had all our safety procedures in place, our stock ready and our staff raring to go. We'd had an eBay shop for a while, but the pandemic brought a new focus and lots of new customers.

Statistics show that online sales have shot through the roof since the pandemic hit and we have seen this with our own sales. The use of eBay has become so important to charity retail, something that can be relied upon when everything else is up in the air. In four months we sold over a thousand items from clothes to curios — if we have it, we can sell it.

Quality donations are so important to us and obviously for a time these stopped too, we're now starting to build these up again and this is reflected in the quantity and quality of our sales online.

But we never have enough — so if you think you have something 'eBayable' that you would like to donate why not get in touch.

If you enjoy online shopping or are curious to see what it's all about why not pop over to eBay and search our shop Relovesmh and give it a try.

To Coniston Vintage Fair We Must Go!

Hazel Robinson has been on an extraordinary journey with St Mary's Hospice.

The hospice was there for her when she had the greatest need, to support her and to nurse those she loved with kindness and care, leaving the hospice close to her heart always.



Hazel is a talented upholsterer, who as a customer would buy items from our furniture warehouse, 'upcycle' them and donate them back for sale. The natural step from this was to become an official volunteer, which she did seven years ago. Hazel is now firmly established as resident hospice upholsterer, weaving her magic with donated fabric and tired furniture with great effect.

Hazel's energy, drive and enthusiasm to raise money for the hospice has led her to Coniston Vintage Pop Up Shop, an event that has been running for 10 years in Coniston Institute, and a move that has proved very successful.

Something that started as an experiment three years ago, to see if our items would sell at an established vintage sale has now become very much an annual fixture in the retail calendar, organised and run by Hazel.

She sells kitchenalia, garden ware, railwayana, together with the quirky and unusual. Mainly items from the 50's through to the 80's in keeping with the revival of all things vintage.

Hazel loves her Coniston adventure, despite the hard work and many hours she has to put in to make it a success... raising so much money for the hospice, saving items from landfill and giving them a new lease of life gives her a sense of satisfaction and every year she wants to do more, raise more money.

In her first year she was pleased to raise £1,000 for St Mary's Hospice, this year she has raised in excess of £2,500.

Wise Words From Retail...Get Your Christmas Bauble Early!

It's never too early to think about Christmas, especially at St Mary's Hospice. In order to have stocks of Christmas cards and baubles ready for you to send November and December, we have to start planning for Christmas before Easter — and the goods are already on sale.



Our range of local Christmas scenes are donated by artists and photographers, so we can offer you the local scenes you love and make as much money for the hospice as possible.

We have a beautiful view of Millom over Black Combe, the charming Grange over Sands station, Dalton Cross, Piel Castle and a double pack for Ulverston featuring Ulverston View from Birkrigg and Ulverston town centre. As a little bonus local card we have Happy Herdwick at Troutbeck and a super cute Robin from Cark in Cartmel.

The limited edition bauble, designed by Linzi, the manager of our Grange shop, is a real collectors item. It features forget-me-nots and angel wings, it would look fantastic not only for Christmas but all year round, full of meaning and love.

Orangery Café

Our talented kitchen cooks up a storm, 365 days a year

Our kitchen feeds patients, families, café customers and staff 365 days a year. We have five talented chefs who are supported by an equally talented kitchen assistant.



Since reopening in April 2021 they have made over 500 afternoon teas. For each of these there are eight different elements, which means they've made over 4000 mini-delights including over 500 scones and 2000 cakes — which doesn't include those they make for service every day in the Orangery.

Almost everything on our menu is home made. Pies, quiches, curries, fish cakes, soup, garlic mushrooms, sandwich fillings, coleslaw and couscous — they even make their own garlic mayo. And 8 out of every 10 cakes sold is made freshly on-site.



The Orangery has served since April approximately 35,000 items which includes 13,000 drinks and 6,000 full meals. That generates a lot of washing up and at least 44,000 items have been washed up by our kitchen assistant, the chefs, our café staff, volunteers and even our CEO gets her hands in the sink when we are super busy to help keep the wheels of industry turning.

The reviews we get are superb, and the beautiful views from the Orangery are proving so popular that booking is recommended.



Gifts in Wills

Gifts in Wills are life driven decisions that are death activated. Leaving a gift in your will is an incredibly positive and empowering thing to do. And best of all, you don't need to be especially wealthy or have a huge estate — pretty much anyone can be philanthropic in death.

Did you know you can choose to leave just 1% of your legacy to St Mary's — meaning your loved ones are taken care of and receive 99% of your estate? Even a small contribution, like 1%, can make a tremendous difference to a charity like St Mary's.

2 out of every 10 patients at St Mary's are cared for via gifts in wills, making it a vital income stream for the hospice, as well as an amazing way in which you can



More often than not the first time we hear about a gift in a will is when we

receive probate. This happened recently, when we were informed that a local farmer, Jack Dent, had 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."

Lottery

One of the most popular ways that people support St Mary's is by playing our weekly lottery.

We want it to be a fun way to support us. We have limits in place to ensure the welfare of lottery players and, if you were thinking of buying some kind of lottery ticket, then supporting a local lottery like ours is a great way to ensure the money you spend benefits your local community — and you never know, you might just scoop our £1,000 weekly prize!

A line in our lottery costs just £1 — but all those £1s add up, and in the last year the lottery raised over £270,000 net income — enough to pay for the care of more than 20 patients on our IPU. St Mary's Hospice would like to thank all our loyal lottery players — you really do make a difference.

If you would like to join our lottery family with the chance of winning 1st prize of £1,000 each week and other cash prizes. Please visit www.stmaryshospice.org.uk or scan the QR code below.

Local lottery players paid for 1 in 5 patients on our In-Patient Unit in 2020



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Volunteers

Did you know that we have an incredible 294 volunteers whose time, given generously, save St Mary's the equivalent of over £500k per year? This makes a massive contribution to reducing our running costs and enables us to be there for even more patients and families across our community.



But it's SO much more than financial: it's our volunteers' skills, commitment and compassion, carrying the hospice's professional and caring values in to everything they do. Behind each volunteer is a personal reason why they choose to generously give their time, talents and experience.

Our volunteers are at the heart of St Mary's family and without them we couldn't deliver the services we do. When the need for Family and Bereavement Support rose by over 40% in 2020, volunteers helped our team step up to meet our community's needs, ensuring that loved ones had support in the most difficult of times.

St Mary's has over 20 roles across departments; from Trustees to serving IPU meals and retail drivers to reception. And not just at the hospice, in our warehouse and Living Well Centre in Barrow and shops across our community. Somewhere near you. Just think where your personality and skills could be matched to and how you could more than make a difference. If you would like to be part of our team just get in touch with the Volunteering team on 01229 580305 or volunteers@stmaryshospice.org.uk

Karl Connor, Head of Communications, Volunteering and Community Engagement: "Volunteers are a proud part of our history, essential to how we operate in the present and absolutely vital for our sustainability in the future. So, on behalf of the senior management team, and the whole of the rest of our paid staff, we wanted to say a huge thank you. Thank you for being part of the St Mary's family, for all that you've done, and continue to do."



CONTACT US

Useful information for you to keep



St Mary's Hospice

For more information about our Inpatient Unit, referrals, Hospice at Home



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Family and Bereavement Support Service



TEL: 01229 580 305

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TEL: 01229 444 407

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