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#### St Mary's Hospice

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St Mary's Hospice

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Welcome to The Voice of St Mary's, the annual publication we put together with our friends at Majestic publications, in order to keep you informed about everything that we're doing.

The vast majority of readers are sent this magazine because you're one of our beloved supporters — and I want to start by saying thank you. Your contribution — whether you've jumped out of a plane, climbed a mountain or played our lottery — means we're here today, celebrating our 35th anniversary, and planning to be here for the next 35 years or more.

This year the future sustainability of hospices has been a hot topic in the national and local press with MPs raising the topic in Parliament to apply pressure on the government to find a better way of funding hospices. We get around a fifth of the funding we need from the Government each year — which means we are constantly running a deficit budget, and reliant on the love that is shown to us by our supporters. We feel extremely lucky to

live here, where local commitment to our hospice is high.

I am sad to share that by the time you read this, I will have retired from the role as CEO of the hospice. After an incredible 11.5 years it is time to hand over guardianship to allow new ideas to lead us into another decade.

I do feel able to say that as I leave the hospice is in a better condition than it was 11 years ago. We're delivering more services to more people, growing to meet the increasing need in our community. We're working with partners on an increasing basis to ensure we can continue to do more and, perhaps most importantly, with your support, we're operating on a more sustainable basis, increasing our income from fundraising and from our retail operations.

So, I'd like my final act on behalf of the hospice to be a resounding thank you, to you. You've allowed us not just to exist but to flourish. Not just to stay but to grow. I know you will continue to support the hospice team moving forward to ensure there is a hospice here for generations into the future. My successor, Catherine Burn, will be starting in the role at around the time these magazines start to land on doorsteps. Catherine is a vastly experienced CEO who is joining a fantastic team at St Mary's. I'm sure you'll give her the same support you have given me.

### Val Stangoe Outgoing CEO



Hi!
I'm grateful to be given this
opportunity to introduce myself, and
I'm excited to get hold of an
organisation which is in such a
healthy state.

The love that the staff and the wider community have for St Mary's came across during my recruitment, and has been abundantly clear as I've started to visit Ulverston.

I want to thank Val for her warm welcome, and for leaving St Mary's in such good shape. I am honoured that I have been chosen to serve the Ulverston, Furness and South Lakes communities and I look forward to what the future holds.

Catherine Burn Incoming CEO

# Memory Making

#### Making a difference when it matters most

At St Mary's we're proud to offer our service to everyone in our catchment area, whenever they need us.

Our services are (and always will be) free of charge and available to all. And, often, we're able to go the extra mile to ensure our patients and their families feel as comfortable as possible while they're under our care.

Occasionally patients agree to us using their stories in publicity, because they recognise that by sharing their stories, we are able to generate publicity, which in turn helps us secure the donations we need to make sure we can offer that same level of service to the next people.

The care we provide, and us going the extra mile, is never conditional on patients sharing their story — for every example you see on our Facebook page or in this magazine, there are loads more who say no thanks, which is fine, it's always their choice!

In recent months we've had a number of visits from a pet parrot, organised a wedding, and provided a baby shower — here are just a few examples of the kind of things we are able to do, thanks to your support.

#### Liam and Vicki's wedding



Imagine finding out the time you've got left is going to be short. What would you regret not doing? For our patient Liam, there was only one answer — he wished he'd married his long-term partner, Vicki.



Our care team stepped forward, and with the help of their fundraising colleagues and Vicki and Liam's family and friends, a wedding was organised.



The couple enjoyed an emotional but magical day celebrating in the glorious sunshine at The Dunes Hotel, with their nearest and dearest. They were even treated to the stunning Northern Lights — with an amazing Aurora Borealis lighting up the sky (we're good, but we can't take credit for that!).

Having partied, danced, and celebrated his love for Vicki, Liam passed away peacefully at the Hospice the following day.

Thank you to the Smile 4 Smithy – The Craig Smith Foundation for helping to make so many special memories.

#### Love what we do? Here's how you can help...

We are often contacted by people who read the kind of stories featured on this page and want to help directly to fund similar experiences for future patients.

If that's you — the good news is that we have a specific fund in place, which we use to pay for memory-making events like those featured and the many, many others where the recipients haven't wanted publicity.

To donate to that fund directly, you can visit www.justgiving.com/campaign/memorymakingatstmarys

There are also lots of other ways to fundraise for us, many of which are highlighted on the pages of this magazine. The other thing you can do to help us is sign up to receive email updates. That way, we can let you know about our upcoming events, volunteering opportunities and the latest news and case studies.

Expect to hear from us about once or twice a month, and don't worry—you can unsubscribe at any time. We're committed to reaching out only in the ways that work for you and ensuring your data is kept safe and in line with our privacy policy.

www.stmaryshospice.org.uk/subscribe-to-us/

#### **Kit's Euro Party**

Let's face it, England football fans don't get many opportunities to celebrate. So when Gareth Southgate's team reached the final of this summer's European Championship, our patient Kit wasn't going to let a little thing like being on our In-Patient Unit stop him from getting into the spirit.

Our care team made sure he had all the gear — sausage rolls, pork pies and that all important drop of beer (and don't worry, we're organising some pouring lessons for the next one!)

Sadly the team couldn't do the business, but Kit still had a great night watching the game.





#### **Showered in Love**

A patient of ours was due to become a grandparent for the first time and, sadly, was unlikely to be around for their grandson's arrival.

We can't change that outcome — if only we could — but we made the best of things and worked with her daughter to make sure they could celebrate his forthcoming arrival together, by providing a baby-shower.

This was, of course, bittersweet for everyone. But they had a fantastic afternoon and made memories they can share with him, as he grows up.



# Worrying about money?

#### Advice and support is available if you're struggling to make ends meet.

Whether you suddenly have no money, your money doesn't stretch far enough, or you have debt, there are options and places to get help.

Working together with the Independent Food Aid Network (IFAN), Westmorland and Furness Council alongside advice providers such as Citizens Advice and Age UK, food aid organisations and other local stakeholders, have produced a handy step-by-step guide which identifies which local agencies are best placed to help you maximise income and access any existing financial entitlements.

If you've recently lost your job or reduced your hours, had a change in circumstances, owe money to lenders or friends and family, or are waiting on a benefit payment or advance, take a look at our leaflet.

View online at: www.worryingaboutmoney.co.uk/westmorland-and-furness or scan the QR code.

# Grants and funding available from Westmorland and Furness Council

We are thrilled to share our new online grant finding tool which is now available on our website.

This dedicated webpage on our website allows communities and businesses to search a national database of available funding, including grants from the council.

This tool is designed to help communities and businesses easily find funding opportunities and allows users to search and filter based on specific needs, funding amounts, and deadlines.

If you are a local business or community organisation looking for funding, take a look and see how you can take your projects to the next level.

Visit bit.ly/wfgrantfinder or scan the QR code.



# Our Care – Hospice at Home Linda's story

Coming into the Hospice doesn't mean you're going to die — it might just be the best place to help you live longer!

One of the most common misconceptions about Hospice care is that, once you engage with us, you're moving closer towards death.

"We hear that all the time," explains Dr Gitta El Khoury, a key member of our medical team.

"We always appreciate how frightening it can be to be poorly, but we do still have patients who feel, physiologically, like they shouldn't engage with Hospice services because it will speed up the end of their lives. Almost like if they ignore it for as long as they can, that will be better — when the opposite is true.

"The earlier a patient engages with us, the more we are able to help them. More than half of the patients we have at our In-Patient Unit are discharged, often because we've been able to get their pain under control, and get things in place for them to live comfortably at home."

One such patient was Linda Fell, from Haverigg, who despite having worked in the NHS for many years, was very anxious when it was suggested to her in Furness General that she might want to come into St Mary's.

"I'd gone into hospital with pain in my arm. Everyone was kind and did their best but they were all singing from a different song sheet and couldn't agree how best to get on top of my pain, or the best way to treat me. One of their Doctors, Jen, used to work at St Mary's



and she came to see me and suggested I come here if there was a bed.

"I think she could see the look of horror on my face because she took the time to explain to me that coming here didn't mean I was going to die.

"I worked in the NHS for years and always thought that going to a hospice meant you were approaching the end. Dr Jen explained to me that St Mary's would have the time and resources to get my pain under control and that, when I was well enough, they'd send me home. 50% of the patients at the hospice are discharged back home again — so it is much more than somewhere you go to die.

"My husband and family were shocked — they said they didn't realise I was that ill — but once I explained things they were happy."

Linda was discharged back to her home in Haverigg from our In-Patient Unit recently and wanted to share her story, which she hopes will help anyone who is faced with coming in, and might be anxious about it.

Linda said: "I wanted to let everyone know, that St Mary's Hospice isn't just about dying and that it is a wonderful place.

"The level of care I've had has been terrific. I'm not being critical of the care I had from the community nurses, my GP or Furness General Hospital, because the nurses, doctors and consultants at all of those places do their very best in difficult circumstances — but at the hospice, it's a different level. I couldn't believe how well I was looked after.

"It's the little things — like the chef Roy who came to see what I fancied to eat and then made a real fuss of making sure I was happy with everything. I can't wait to go back to the cafe with my husband and enjoy some of his coffee and walnut cake.

"If I had a million pounds I would give it to the hospice — sadly I don't but hopefully by sharing my story I can help explain to people just how fabulous the place is, and the staff, and then if anyone else needs to go in, it can help them feel more comfortable."

We'd like to take this opportunity to say 'thank you' to the Sir John Fisher Foundation, Morrisons Foundation, The Harold and Alice Bridges Trust, Ulverston Town Council, The Coop Community Fund, BAE Staff, The Hadfield Trust, The Roselands Trust and the Craig Smith Charitable Foundation, for supporting care on our In-Patient Unit.

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### PROUD TO SUPPORT ST MARY'S HOSPICE

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# Jamie's journey to becoming a volunteer

Jamie Williams and his family have experienced the impact of cancer firsthand. When his uncle Geoff became a patient at St Mary's Hospice, Jamie saw the exceptional care provided by the hospice. He described the care his uncle received as "second to none at such a difficult time for him and his close family and friends."

Inspired by this experience, Jamie decided to give back to St Mary's Hospice by volunteering his time and efforts.

## This is Jamie's story and how he came to volunteer for St Mary's Hospice

Unfortunately, my family is no stranger to cancer and the wide impact it has. Recently, it claimed the young life of my uncle, Geoff. He was a patient at St Mary's before he sadly died.

The care and treatment he received was second to none at such a difficult time for him and his close family and friends. In Geoff's honour, and to repay the efforts of the staff at St Mary's I decided I would give something back for all they had given Geoff.

I've been a member of the team at the Orangery Café since February 2023 and hope I can continue to volunteer for years to come. Although, it might be shorter than I'd like when the staff finally tire of correcting my mistakes on the till. St Mary's has been a part of mine and my family's life for a long time. I've known about it from a young age, initially because of terrible family events like when my Nana was a patient.

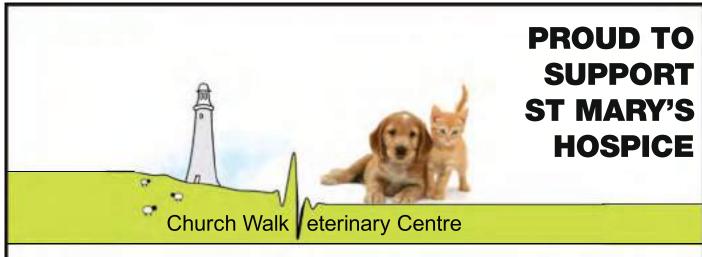
As I got older, I learned what a fantastic place it is. I moved away from associating it with tragedy and elected to focus on all the wonderful care it and its staff provide instead.

I remember my first day at the Orangery and at the end of my shift I left thinking 'give me building submarines over this any day'. It's hard work putting a shift in at a café. The effort the staff put in to provide wonderful food and service can't be understated. Despite my tired legs, knowing I'm contributing to all the good work St Mary's does fills me with a sense of pride and gratitude.

I know I'm a small cog in a much bigger machine that provides so much help to those who are suffering. I just hope Geoff is looking down on me in his Paisley shirt belting it out on the karaoke as I walk from table to table.

If anyone is reading this and has any free time, even an hour a year, please consider offering it to help St Mary's Hospice. I promise you, you will get so much more out of it than you put in and the benefits of what you put in will be felt far beyond what you can imagine.





St Mary's Place, Ulverston LA12 7EN **Telephone: 01229 583675** 

Opening Times Ulverston: Mon - Fri 9am - 6.30pm, Saturday 9am - 12pm Appointments: Mon - Fri 9am - 11am & 2.30pm - 6pm, Saturday 9am - 12pm

30/32 Crellin Street, Barrow in Furness LA14 1DU **Telephone: 01229 829863** 

Opening Times Barrow: Mon - Fri 9am - 6.30pm Appointments: Mon - Fri 9am - 12pm & 2pm - 6pm



## Trust and Grants

St Mary's Hospice has been at the heart of our community for 35 years and a lot has changed in that time. With the expansion of our care in response to local need and the recruitment of more staff to deliver new services increasing pressure has been placed on the capacity and capability of our buildings.

Our care is underpinned by our infrastructure and in order to support our community in the best way possible it is important to make sure our buildings remain fit for purpose, can support and reflect the high level of care we offer and are welcoming and accessible to all.



In 2021 we consulted with staff, patients, visitors and community health professionals on how best to improve privacy and dignity for patients and visitors and provide a warm and reassuring welcome for all.

Taking on board the feedback and with support from the UK construction industry charity CRASH we have transformed our reception area and created a new private entrance for patients from our existing foot print. We

have reconfigured wasted space to create a family room, a much-needed staffroom, more storage for medical supplies, a video conferencing room for the clinical team and quiet rooms where we can talk to visitors away from the hustle and bustle of our main reception.



It has been a long journey taking two years to secure the funding, with the work completed in August 2024.

We received vital support from both local and national funders without whom this transformation would not have been possible, including: Bernard Sunley Foundation, The Barrow Thornborrow Charity, CRASH, Cumbria Community Foundation Papagalino Fund, The Frieda Scott Trust, The

Wolfson Foundation, Garfield Weston Foundation, Underbarrow Marrow Day Committee and Ulverston Town Council.

Local businesses also came on board to support with the sourcing of fixtures and fittings: Stollers Furniture World, Searle Audio and Ulverston Curry Club, with interior design advice from Mary Foxcroft and art work provided by local artist Bob Sutcliffe.

The calming, accessible transformation is already making a huge difference to patients, staff and all those we welcome though our doors at St Marys. These improvements ensure our hospice remains welcoming, accessible, and capable of delivering the highest level of care, greatly benefiting our patients, staff and visitors.

But we know we're not finished yet! We know we need to keep listening to everyone in our community and keep both our services and facilities under review. With ongoing support from funders and donors and local businesses, we can ensure we meet changing local need and continue to deliver the highest quality of care for all.



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# Education

What education at St Mary's Hospice means to Nikki Fisher our Education Facilitator



Education is crucial for nurses working in hospices to ensure the delivery of the highest quality care to patients. At St Mary's Hospice, our dedicated education team plays a vital role in achieving this goal. The team is comprised of myself and Katie Eddy, both Registered Nurses committed to providing exceptional educational support.

Katie focuses on general internal education for all staff at the hospice, while my role concentrates on palliative and end-of-life care education for clinical staff, both within our hospice and in the broader healthcare community.

We offer a variety of courses, including Advance Care Planning, Care of the Dying Person, T34 Syringe Driver training, and Nurse Verification of Expected Death. These courses are available to NHS professionals, nursing homes, care homes, and domiciliary care agencies across the South Lakes and Lancashire region. Our objective is to enhance their knowledge and skills in palliative and endof-life care. Additionally, we can design and deliver bespoke end-of-life training on request. Most of our training is provided free of charge to the external community, with costs covered by the hospice.

Our hospice features a clinical skills room, generously funded by Vattenfall UK, The David Snowdon Trust and Lakeland Disability Support. This room is equipped with medical training equipment, allowing our clinical team to learn new skills and adapt to the evolving needs of healthcare and the complex patients we serve. The clinical skills room offers a safe environment for staff to practice and refine their skills, boosting their confidence and improving patient care. For example, it enables staff to tailor care for patients with specialised needs, such as those with a tracheostomy or NG tube, and ensures they are well-prepared before the patient is admitted.

I am privileged to work in a role I love, and I am committed to advancing our education department to new heights. Stay tuned for future developments!



## How are we funded:

The money we receive from the Government has remained pretty static for a number of years, and certainly hasn't kept pace with inflation.

It used to be 20% plus, but because it hasn't kept pace with inflation, and the cost of everything has gone up, in our most recent set of annual accounts Government funding only equates to 17% of our total income.

So eight out of 10 of our patients have their care paid for by voluntary income — that's the money that our loyal supporters give us, either in donations, from playing our lottery, or from visiting our cafe or shopping with us.

A change to the way Hospices are funded has long been discussed, but despite the change of Government, we're not expecting any beneficial changes to the funding model any time soon.

In fact, while in principal we welcome nurses and health care workers being better paid, with settlements of around 5.5% being agreed in the public sector, the fact that these increases are not being passed on to services like ours, means the pressure on us is likely to increase, as it becomes harder to recruit and retain staff.

All of which means we will, as always, be reliant on our community to keep us going. There are loads of ways you can help, many of which are explained in the pages of this magazine. We know that times are tough for everyone, and we are so very grateful for everything you do.

Government Grants



Donations and Legacies
49%

E6.1 million

Trading activities 29%

Investments 3%

# ST MARY'S HOSPICE

# **UPCOMING EVENTS**

December 2024

### Light up a Life

Barrow St Paul's Church - 5th December 6pm; Ulverston Parish Church - 7th December 3.30pm Cartmel Priory - 15th December 3.30pm

April 13th, 2025

#### **Everest Base Camp**

Limited spaces available

May 11th 2025

#### **Rob Burrow Marathon**

Places will be available from 2025

May 18th, 2025

#### Manchester Half Marathon

Places will be available from 2025

July 6th, 2025

#### **Sky Dive**

Places will be available from 2025

September 7th 2025

#### **Great North Run**

Places will be available from 2025

January 11th, 2026

#### Kilimanjaro Trek

limited spaces available

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



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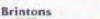
















# Legacies and Regular Giving

Fundraising is a cornerstone of support for hospices like St Mary's, providing the essential financial resources needed to deliver high quality, compassionate end-of-life care. The nature of hospice care, which is designed to enhance the quality of life for patients with life-limiting illnesses, often involves services and facilities that go beyond what is covered by government funding or insurance. Some of you may be aware that only one fifth of our funding comes from the Government. This is where fundraising becomes not just important but crucial.

St Mary's Hospice relies heavily on voluntary income to keep our doors open. In fact, 8 out of 10 patients receive care funded through charitable donations and other forms of voluntary income. This statistic highlights the reliance on the generosity of individuals in our community to ensure that hospices can continue providing the specialised care that patients and their families need. Without this support, we would face significant challenges in delivering our services, which could compromise the quality of care and the comfort that we can provide our patients and families.

#### **Regular Giving**

Regular giving, whether through monthly donations or annual contributions, offers a stable and predictable source of income. This consistent financial support allows us to plan and budget effectively, ensuring we can meet ongoing operational needs. Regular donations contribute to a reliable revenue stream, which is crucial for managing the day-to-day expenses of running a hospice, such as staffing, medical supplies, and facility maintenance.



Regular giving helps build a strong and enduring relationship between the hospice and our loyal community. Your generosity not only sustains our operations but also brings hope and solace to those in need. Join us in making a

lasting impact through your ongoing support and commitment to compassionate care. More details can be found on our website about how to become a regular giver.

#### Legacies

Legacies and planned gifts are another vital aspect of hospice fundraising. These gifts, which come from individuals who choose to leave a portion of their estate to the hospice, can have a profound impact. They provide a significant financial boost that can fund major projects, support long-term goals, or contribute to securing the future of the hospice. St Mary's Hospice turns 35 this year and without things like gifts in wills we won't be here for another 35 years.

Legacies are particularly important because they often represent a substantial financial contribution that can make a meaningful difference. They allow individuals to leave a lasting impact on the hospice, ensuring that their values and commitment to compassionate care continue beyond their lifetime. For many people, leaving a legacy is a way to honour loved ones or express gratitude for the care they or their families have received. This deep personal connection enhances the significance of the gift, making it a powerful tool in the hospice's fundraising efforts.

Beyond the direct financial benefits, fundraising also raises awareness about the hospice's mission and the critical role it plays in the community. Campaigns, events, and initiatives not only generate funds but also engage the public, educate them about hospice care, and inspire others to contribute. Funds raised through various channels enable us to invest in advanced medical equipment, improve facilities, and expand our range of services. This ongoing enhancement of care ensures that we can meet the evolving needs of our patients and provide the highest possible standard of comfort and support.

With 8 out of 10 patients benefiting from voluntary income, the importance of regular giving and legacies cannot be overstated. Regular donations provide a steady financial foundation, while legacies offer a significant and lasting impact.

You can help us continue caring for our community for another 35 years and more by signing up to regular giving or leave a gift in your will. No matter how big or small the donation, every penny goes towards helping care for those in our area.

# Corporate Fundraising

## Compassionate Companies Network reaches 35 members in time for 35th birthday!

As St Mary's Hospice celebrates its 35th anniversary this year, we are committed to ensuring our continued support for the community for many years to come. To achieve this, we have invited local businesses to pledge £35 a month for 35 months, joining our 'Compassionate Companies Network.' This initiative has already garnered support from 35 businesses, each contributing to a future where we can sustain and enhance our vital care services.

The funds raised through these pledges are crucial for maintaining and expanding the care we provide to individuals with life-shortening diagnoses and their families across the Furness and South Lakes area. Every donation directly contributes to the essential operations of our hospice and means we can continue to care for those in our community.

In return, members of the Compassionate Companies Network benefit from quarterly networking opportunities, personalised certificates, and extensive media coverage, enhancing their brand presence while demonstrating their commitment to our cause. This collaboration helps us grow our network and engage with like-minded businesses, fostering a community united in compassion.

We are deeply grateful to the 35 fantastic companies who have already joined us, and we warmly welcome new members to our network. Your support is vital to our mission, ensuring that St Mary's Hospice can continue to offer hope and care for another 35 years and beyond. To learn more about joining the Compassionate Companies Network, please contact our Corporate Partnerships Manager, Annabelle Holloway, at annabelle.holloway@stmaryshospice.org.uk.





## Booths Ulverston turn 'Pennies' into pounds for St Mary's Hospice!

We are thrilled to announce our new partnership with Booths Ulverston, who have chosen St Mary's Hospice as their Charity of the Year. This exciting collaboration allows customers to make a 25p donation to our hospice with each card payment, thanks to Booths' partnership with the charity Pennies. Previously, Booths Ulverston supported the North West Air Ambulance, but from July 10th, all 25p contributions from their store will benefit St Mary's Hospice.

This initiative is a significant boost for our hospice, providing a steady stream of support that will directly enhance our services. We are extremely thankful to Booths Ulverston and their team for their commitment to our cause. To celebrate

this generous support, some of our nursing staff, along with Corporate Partnerships Manager Annabelle Holloway, visited the store for a photo shoot and to personally thank Store Manager Andrew Allison and his team.

Even a small donation can make a big difference at St Mary's Hospice. It helps fund essential services, like our In-Patient Unit, Hospice at Home as well as the plethora of services offered by the team at St Mary's Hospice Community Hub. Every contribution, no matter the size, supports our mission to provide compassionate care and comfort.

Thank you to Booths and Pennies for making this partnership possible. We eagerly anticipate the positive impact this collaboration will bring over the next 12 months and beyond.



## Spirit Energy raises over £21,000 for St Mary's Hospice

We couldn't let the year go by without thanking Spirit Energy for their continued support to our hospice. Over the past year, their enthusiastic fundraising—from skydives and half marathons to a Christmas raffle and quiz night—has raised an impressive £11,402.33.

Since 2008, Spirit Energy has contributed more than £21,000 to St Mary's Hospice, equating to 715 bereavement counselling sessions. This remarkable generosity, driven by their personal connections with our services, including the memory of their colleague Sean Tyson, who received our care, demonstrates their unwavering commitment. A huge thank you to everyone at Spirit Energy for your dedication, drive, and support. You are truly our heroes.







# Furness & District Tractor Run

Karen Higgs and Alan Irving have been organising the Furness & District Tractor Runs since 2019, and each event has been a massive success. These events have become vital for supporting the hospice, demonstrating the community's tremendous generosity and commitment.

In 2023 alone, two tractor runs across Furness raised more than £20,000 for the hospice. The year's final event, the fabulous 'Santa Special,' raised an incredible £9,410.58, surpassing last year's total and bringing this year's stunning total to £21,052.38.

Karen and Alan are continually amazed by the community's unwavering support and express their heartfelt thanks to everyone involved in the Tractor Runs.

The team at St Mary's Hospice is profoundly grateful for Karen

and Alan's dedication and hard work. Their efforts and the community's backing are nothing short of extraordinary, providing essential funds that help sustain the hospice's vital services. These contributions enable the hospice to continue offering compassionate care and support to patients and their families during challenging times. Karen and Alan, along with the supportive community, are true fundraising superstars, making a significant difference in the lives of many.



# Planning a fundraiser? Wear it purple to keep it local

We've all seen the big national charities holding events where their supporters rally behind them (and there's nothing wrong with that!).

Supporters put on a red nose, hold a coffee morning, or even grow a moustache. We'll might not have the national pull of a televison network, celebrity backers, or be able to do something that's the 'World's Biggest' in our little corner of Cumbria — but we can help facilitate if your school, workplace or just a group of friends want to do something fun to raise money for charity. And remember, 100 percent of the money that's raised for us stays right here in South Cumbria.

Why not 'Wear it Purple' — donning our charity colours for the event you're planning. It might be a coffee morning or pretty much anything else. And we can help with sponsor forms, posters and whatever digital assets you need to give your event the same razz-a-mataz the national charities offer. We might even be able to spare some t-shirts, if you ask nicely! Complete the forms have and condition and single of the same razz-a-mata.

the form here and send it to us, or email fundraising@stmaryshospice.org.u-













# Fundraising Events

You might remember that this year a group of dedicated individuals completed an Everest Base Camp trek, raising an astounding £66,000 for St Mary's Hospice. This remarkable achievement, the highest amount ever raised from a hospice-led event, will have a profound impact on the services we provide to our patients and their families.

The funds raised will mean we can continue to enhance our Family and Bereavement Support Service (FBSS). This vital program offers counseling, therapy sessions, and support groups for patients and their loved ones, helping them navigate the emotional challenges of lifelimiting illnesses and grief. With the additional funds, we can ensure more families receive the support they need during difficult times.

Our Hospice at Home program will also

This year's Walk to Remember event has been an overwhelming success, demonstrating the remarkable support and spirit of our community. Held annually, this event is a cornerstone for St Mary's Hospice, allowing us to celebrate and honour the memory of loved ones while raising crucial funds to support our services.

This year, the Walk to Remember attracted a record number of participants, who came together to walk through beautiful, scenic routes, each step symbolising their support for the hospice and their loved ones. The event was not only a heartfelt tribute but also a vibrant community gathering, where stories were shared, and memories were cherished. Participants, ranging from families and friends to local businesses and

benefit greatly. This program allows patients to receive high-quality palliative care in the comfort of their own homes, surrounded by their loved ones. The money raised will enable us to increase the reach and capacity of this service, ensuring that more patients can spend their final days in a familiar and comforting environment.

Additionally, the funds will be used to maintain our In-Patient Unit. This facility is a sanctuary for those in need of intensive care, providing a peaceful and supportive environment for both patients and their families. With this extra money we can ensure our dedicated staff can continue to give the highest standard of care to our wonderful community.

Mel Dixon, our Events and Challenges Manager, expressed her gratitude: "The incredible efforts of our Everest Base

Camp team and the generous support from our community have made this record-breaking achievement possible.

This funding will profoundly impact the lives of those we care for and their families."



Inspired by this success, we invite everyone to get involved and help us continue our mission. Whether it's through participating in next year's Everest Base Camp trek, joining a local fundraiser, or supporting one of our many other events, every contribution makes a difference. Visit our website to find out more about upcoming events and how you can be a part of our community of supporters.

community groups, embraced the occasion with enthusiasm, creating a powerful and moving experience.

Thanks to the tremendous turnout and the generosity of all involved, this year's Walk to Remember has raised an impressive amount of funds. The success of the event will significantly impact St Mary's Hospice, enabling us to continue providing high-quality, compassionate care to patients and their families. The funds raised will support a range of essential services, including medical care, emotional support, and respite care as well as caring for families after a loved one passes away. These resources are crucial for maintaining the comfort and dignity of those in our care, ensuring they receive the best possible support during challenging times.

Walk to Remember serves as a vital platform for increasing awareness about the hospice's mission and the services we offer. By participating, community members not only contribute financially but also help to spread understanding and reduce the stigma associated with end-of-life care.

We extend our heartfelt thanks to everyone who participated, volunteered, and supported the Walk to Remember. Your involvement has made a profound difference and ensures that St Mary's Hospice can continue its vital work for years to come. Your support helps us remain a beacon of hope and compassion, making a meaningful impact in the lives of those we serve.



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# Retail - handling donations with love and care

At St Mary's Hospice, we understand the deep significance and sentimental value attached to the items donated to us. Each donation represents not just a physical object, but a piece of someone's life story. Our dedicated team approaches every donation with the utmost care and respect, mindful of the emotions and memories intertwined with each item.



From the moment these goods arrive at our shops, they are handled thoughtfully, ensuring that they are given new life and purpose in our shops. This careful handling reflects our commitment to honoring the legacy of those who have passed and supporting the vital work of St Mary's Hospice.

Linzi Buckmaster is just one of our amazing shop managers across our St Mary's Hospice charity shops. She looks after the Grange-Over-Sands store and explains the care we take when donations are made.

We understand that clearing out a loved one's home can be a daunting and emotional process. Sometimes, time is scarce, and the urgency to sort through belongings can add stress to an already difficult situation.

At St Mary's Hospice shops, we want to assure you that we will handle your loved one's possessions with care. Donating these treasured items to our shops goes beyond the physical act – it's a heartfelt gesture, a tribute to a life well-lived and an opportunity for generosity. Each item carries with it a story – a fragment of someone's journey. Whether it's a well-thumbed book, a photograph or a piece of clothing, these possessions carry a narrative – they hold memories.

Parting with these belongings is no small feat. However, once donated, they take on a new purpose – a positive one that supports St Mary's Hospice. Imagine each item as a butterfly released fluttering into a garden, carrying a tiny light of life. They transform into comfort for those facing their final days and solace for their families who walk the path of farewell alongside them.



Our process begins with careful sorting. We handle donations thoughtfully, acknowledging that each item was once cherished. Pricing is carefully considered. Our staff and shop volunteers take care to price items fairly, balancing the need to maximise income to support the hospice's work alongside the desire to respect the donors' generosity but also to remain



affordable for our customers. We diligently price-check and research – value is not merely a price tag. The quality of our donations reinforces that message – people are happy to generously donate high ticket items, understanding that their value is ultimately received by the hospice.

Finally, the shop displays are thoughtfully and artfully arranged and curated so they are inviting – tempting even. We make sure our customers understand just how appreciated and important their purchases are to provide our hospice care. Our shops ensure that your donations continue to bring hope and support to others in a cycle of giving and compassion- a legacy of benevolence and empathy. Even in absence our loved ones can continue to influence the world.

When you support us by buying or donating – the proceeds from these second life treasures, some crafted from threads of loss, weave a tapestry of hospice support and care.

# We exist because of you!

We are grateful to be part of such an amazing community. Your donations, big or small, make a difference, and we deeply appreciate them. St. Mary's Hospice looks forward to seeing all the new ideas you come up with on how to support our cause. We decided that there was no better way to thank you all then to show all the different contributions and ways you've supported us.





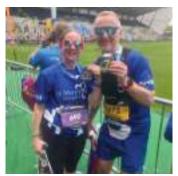












































































# Building a Compassionate Community

The Compassionate Communities Team at St Mary's Hospice is more than a service provider; it is a catalyst for building a compassionate community. By integrating family support, living well services, and specialised dementia care, the team creates a network of care that extends beyond the walls of the hospice.

This holistic approach ensures that patients and their families are supported not just medically, but emotionally and socially. It fosters connections and resilience, helping individuals navigate their journeys with dignity and grace. Through comprehensive services, the Compassionate Communities Team at St Mary's Hospice exemplifies the true spirit of compassionate care, bridging the gap between care and community.



#### **Community Education**

# Hospice Heads Up – Debunking the Myths of Hospice Care

St Mary's Hospice's "Head Up:
Debunking the Myths of Hospice Care"
workshop is designed to help the
community understand the true nature
of hospice care. This friendly and
informative session clears up common
misconceptions, highlighting that
hospice care focuses on improving

quality of life, providing comprehensive support, and offering compassionate care for patients and their families. By addressing misunderstandings, the workshop helps people feel more comfortable and open about hospice services, reducing fears about end-of-life care. This understanding empowers individuals to make informed decisions, ensuring they receive the best possible care and support during difficult times.

Feedback: "A wonderful, emotive, heart-warming session that was informative but more importantly filled me with gratitude that we have such compassionate and holistic services for our local community, facilitated by such dedicated and passionate professionals. What an exciting development for end of life and bereavement care. Looking forward to working collaboratively"

## Dying Matters Week: Love, Life, and Death

In May, our Love, Life, and Death event at the Forum Theatre in Barrow was a profound success for the community. We were honoured to host Pluto Productions' performance of "Blue Skies," written by Brian Daniels. The play's focus on hospice care and open communication resonated deeply, as it followed a young man's journey with his mother's impending loss. The event provided a valuable space for reflection and discussion on death, dying, and bereavement, fostering understanding in a supportive environment. It also highlighted the crucial work of St Mary's Hospice. We are grateful to our community for their participation and support.

**Living Well Services** 

St Mary's Hospice Living Well service focuses on 'what matters most to you'.

We recognise that you may be facing difficult circumstances and symptoms that are hard to control but more than that, our team acknowledges that this can have a significant impact on you living the life that you want to. Our priority is to help you to live your life well, even if your life may be shorter than you had hoped.



Some of the services we offer include Integrated Therapy, Complementary Therapy and Art for wellbeing.

#### **Focus on Integrated Therapy**

Our wonderful Integrated Therapist 'Kelsey' facilities a wide range of programs including Mindfulness, Mindful Movement, Chair Based Exercises and Fatigue, Anxiety and Breathlessness.

Fatigue Anxiety and Breathlessness support groups (FAB) sessions run for two hours once a week for six weeks. The sessions are designed to support anyone managing a progressive health condition who may be experiencing Fatigue Anxiety of Breathlessness. The

sessions offer the opportunity to develop skills and techniques to support you with symptom management whilst staying active and having the opportunity to meet with other people with similar experiences.

Feedback: "The breathlessness and fatigue and chair-based exercise have helped greatly with my symptoms. The classes have helped me understand how exercise can help.

"I seriously would not be at the stage I am on my journey without the support from people like Kelsey.

"Kelsey is great, I highly recommend. I feel a lot more confident since joining in. Some of the exercises I could not do before I joined, it gives you more confidence in yourself. All this for free is great. Long it may run."

#### **Power of Art in Hospice Care**

Art in hospice care has a huge impact, offering significant emotional and psychological relief. For patients, engaging in creative activities provides a meaningful outlet for expressing feelings and experiences that are hard to articulate verbally. This process can enhance their quality of life by providing comfort and personal connection.

For carers, art sessions offer a valuable therapeutic break, reducing stress and building resilience. Additionally, those who have experienced loss benefit from art as a tool for processing grief, finding solace and a way to honour and remember their loved ones. Overall, art plays a crucial role in supporting emotional well-being and fostering healing in the hospice setting.

"I attended the grief therapy group. It was a super safe environment. Lexi - group leader is a very kind, caring person, with a lot of good insightful things to say. It felt like a wonderful place to be able to talk about my husband."

## Harmony in Care: Enhancing Dementia Support with Music



St Mary's Hospice Admiral Nurse
Dementia Service is dedicated to
enriching the lives of individuals living
with dementia through a variety of
innovative support services. Our mission
is to ensure every person receives the
best possible care, and we're excited to
share some of the amazing groups we
run:

- Dementia Cafés in Ulverston,
   Windermere, Millom, and Barrow,
   where warm conversations and
   supportive company create a
   welcoming atmosphere.
- Woodland Wellness Groups that harness the power of nature, promoting wellbeing through outdoor activities and fresh air.
- Sporting Memories Clubs which combine the benefits of physical exercise with the joy of reminiscing and social connection.

We're excited to share that our Admiral Nurse Dementia Service has received Power of Music funding, enabling us to significantly enhance our community support. With this generous backing, we're partnering with Mary Dunsford, a talented multi-instrumentalist with extensive healthcare experience.

Starting this month, Mary will bring her musical expertise to our Barrow Dementia Café monthly. Her sessions will help our community remember wonderful memories and create a joyful environment through music.

This initiative not only enriches the lives of those with dementia but also strengthens community bonds. Join us in celebrating this wonderful addition to our compassionate care at St Mary's Hospice.

## St Mary's Hospice Forget-Me-Not Gardening Group

At St Mary's Hospice, the Forget-Me-Not Gardening Group plays a vital role in supporting our community. This therapeutic initiative offers service users a nurturing space to connect with nature and one another.

Through engaging in gardening activities such as planting and tending to flowers, participants experience the calming and restorative benefits of working in green spaces. By creating beautiful environments and fostering a strong sense of community, the group provides members with solace and joy, enhancing their well-being and connecting them with a supportive network during challenging times.



Thank you to Home Instead, Albert Hunt Trust, Cumbria Community Foundation Papagalino Fund, The Power of Music Fund, Cumbria County Council's Live Long Better in Cumbria Fund, Barrowfull's Boosting Barrow's Creativity Fund, The Creative Health Trust and Medicash Foundation for supporting the development and delivery of our Compassionate Communities services.



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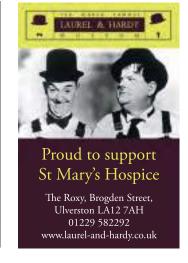
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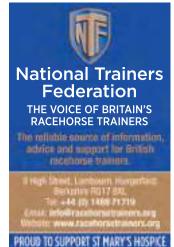
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# Officially Ulverston's best

## Did you know our Orangery is officially the best place to eat in Ulverston?

We landed the accolade at this year's Heart of Ulverston Awards, up against some superb local cafes, pubs and restaurants. Perhaps the most satisfying element was the fact the public had voted for it — and who are we to argue?



Creating a warm, friendly eatery serving great home-cooked food is difficult for anyone in the current economic climate. But doing it at a Hospice, with the need to strike a perfect balance between catering to patients and the public, makes it especially challenging.



Our hospitality manager Clare, and her team of chefs, do amazing work, and the award underlines our pride in the way the Orangey operates, serving our patients, their families, and members of the public. Clare explained: "Awards are lovely, but by far the most important thing for us is that our customers love coming, and keep coming back.

"The primary reason we have a kitchen is to cater for patients — and we never lose sight of that. The chefs love going onto our In-Patinet Unit and getting to know people. It might come as a surprise, but 50% of patients at the hospice go home, some come back several times, and we get to know them and what they like to eat and build a real rapport with them.

"Some come back to the cafe as customers with their families after they've been discharged, and even ring ahead and request certain cakes or homemade soup on the days they're planning to visit. We love things like that."



And the cafe is equally popular with the public, many of whom have never had cause to use the Hospice or its services.

"We do still get the odd comment from customers, usually after they've enjoyed a meal or a bit of cake, who admit that they'd been nervous about coming for something to eat at a hospice building.

"But the Orangery has a separate entrance, and no matter if you're sitting

in the cafe, the atrium, or outside on the terrace, you wouldn't know you're at a hospice — it isn't like being in a cafe in a Hospital, which is perhaps what people might expect."



Clare leads a strong kitchen team, each with different skills and specialities. The cafe's operation runs on a combination of staff and volunteers — it's hard work, but rewarding.

"We've become busier and busier, almost to the point that we're at the most we can do with the size of the kitchen we have," she said.

"I'm lucky to have an amazing team here who all have their specialities and who all care about what they do and the value they bring. All the profits from the Orangery go back into the hospice accounts to be used to deliver care.

"That's why we never stop trying to think of new things we can do. Over recent years we've introduced afternoon teas, become licensed, and now open for breakfast — the hope is that we give people as many opportunities as we can to support us."

To book your next visit to The Orangery, call 01229 483783. Booking ahead is advised.

# Volunteering

Volunteers are vital at St Mary's. Without them, we wouldn't be here. They cover a variety of roles — looking after our reception, delivering support to families via our bereavement team, even serving in our shops and cafe.

We have hundreds of volunteers, each with a unique story which drove them to sign-up. This is Pauline Bettany's.

Pauline's St Mary's Hospice journey My volunteering journey was a difficult one. My husband, Stewart, died at the hospice in the care of the amazing team. He had bowel cancer and Parkinson's, and had been ill for four years before the cancer overwhelmed his liver.



Prior to the end-of-life care as an inpatient, we had both benefited from the support of St Mary's by taking a course they ran for patients and carers of those with life-changing illnesses. It helped us prepare, although nothing can truly prepare you for the day the scan shows no more help is possible.

Stewart had undergone three gruelling rounds of chemotherapy, and had lived a happy life with cancer — aided by what we'd learned on the St Mary's course. But at that scan the prognosis was that he had days, possibly weeks.

It was terrifying, for both of us. Thankfully, St Mary's had a room available for us, and Stewart was transferred.

During the two weeks as an inpatient at the hospice, one of the many painful things we discussed together was how we might be able to repay the loving care we had both received here. Money was an obvious thought, although fixing on an amount was difficult. By then Stewart had only a vague idea of monetary values. Even at that time I had formulated my idea. I wasn't wealthy, but I knew other things could be beneficial to the Hospice. I made a promise to Stewart that I'd donate some money, but also give my time.

I needed emotional support after his death. I was lost, utterly bereft. I was extremely grateful to be offered help from the Family & Bereavement Support Service (FBSS). It was so helpful to me, and underscored my plan to give my time.

Initially I helped on reception, which was useful to the hospice, and I learned more about the place. Eventually I took part in the FBSS training, to work with clients like me.

I learned to listen and to respond appropriately to the individual needs of the clients who were suffering a wide range of emotions in respect to a wide range of loss. Slowly, I found myself beginning to work as a volunteer listening to those who had experiences of loss through 1:1 sessions, the Compassionate Cafe, Gardening Club, Complementary Therapies, Grief Yoga and more.

From the start I recognised the value of my role. Almost to my surprise I found that people related to me well. I wonder if they recognised the empathy that came from my own experience.

Friends were fearful to begin with; would I become too involved? would it

trigger my own upset? But, with the help of the training I had, I was able to empathise and build an appropriate relationship with clients without reliving my own experiences.

In fact, after the second meeting I had with my first client, I had the strangest experience. I was leaving the hospice and walking home, as I walked across Ford Park, I gradually began to recognise I felt lighter.

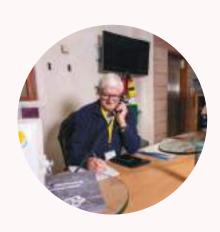
It seemed impossible that it could be like that after an intense 90 minutes listening to the heartfelt grief and tears of a recently widowed lady.

When I arrived home, I turned on the radio then strangely and slightly madly I found myself dancing to the music. It came to me this important volunteer role I had chosen had made the first, and at that time, the only positive of Stewart's death. His passing enabled me to help, just a little, to lighten people's load.

Stewart passed away in 2020, I am coming up to the four-year anniversary. The single most rewarding part of my new life, which I had not asked for or wanted, is to continue with this role. I give what I can, and I receive so much. I am humbled in the face of the tragedies of others that I can offer something meaningful.

With all my heart I wish Stewart were still here, we only had 20 years together and neither of us wanted to suffer this parting. But I am so glad to be able to pay back to those who helped us so much at the hardest of times.

# VOLUNTEERS VACANCIES



We're always looking for more volunteers to join our team. We have a wide range of opportunities that would suit you. All roles are based around your skills, experience, interest and availability





In patient unit meals and reception

Bank reception

Vehicle maintenance

Gardeners

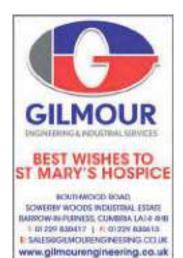
Family and bereavement support volunteers
Orangery café
Patient drivers
Retail shop volunteers



Compassionate community activities volunteer
Fundraising

Volunteering transforms lives, including your own. Some of these roles are patient facing and others aren't. Volunteer roles are always changing and you can find more details by contacting volunteers@stmaryshospice.org.uk

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My mother has Parkinson's disease and has had live-in carers from Alcedo for over 12 months. Throughout this time the service and commitment from both management and carers has been fantastic. Our family owes Alcedo a huge amount of gratitude for all their help and dedication and I would not hesitate to recommend them to anyone else.

- Tom B (Son of Client)

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