

HospiceCare HAPPENINGS

HospiceCare North Northumberland - Here for you



WATCH OUR FILM
Bringing Hospice
Care Home

SPECIAL FEATURE

Hear from some of our
Hospice at Home team about what
HospiceCare means to them

**READ HOW WE
HAVE SUPPORTED
A LOCAL FAMILY**



**Your LOCAL Independent Hospice
delivering palliative and end-of-life care at home
across North Northumberland
'Hospice at Home'**

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Last year our Hospice at Home team travelled over 70,000 miles to deliver our Hospice at Home care and support to some of the most remote parts of North Northumberland.

Making a Difference... "In those last few days she (my wife) continued to smile right through those final hours and at the end, HospiceCare was able to fulfil her wish to be at home in her own bedroom surrounded by her family." June 2021

As an independent charity, our income is not supported by national charities. Your donation to **hospicecare** stays with **hospicecare**, supporting people in your local community living with a life-limiting illness.

HOW TO CONTACT US

Telephone us: Monday - Friday, 9.00am - 4.30pm:
Alnwick: 01665 606 515 Berwick: 01289 309 997
You can also leave a message on the answer machine outside these hours and someone will call you back.

VISIT US

Alnwick Wellbeing Centre

Greensfield House, Willowburn Avenue, Alnwick, NE66 2DG

Berwick Wellbeing Centre

Hazel Marsden House, Violet Terrace, Berwick TD15 1LU

VISIT OUR CHARITY SHOPS

Amble Charity Shop - Tel: 01665 798 092

84 Queens Street, Amble, NE65 0DD

Berwick Charity Shop - Tel: 01289 332 290

Hazel Marsden House, Violet Terrace, Berwick TD15 1LU

Wooler Charity Shop - Tel: 01668 281 114

31 High Street, Wooler NE71 6BU

General Email: enquiries@hospicecare-nn.org.uk

Website: www.hospicecare-nn.org.uk

 hospicecare123  @hospicecarenn  hospicecarenn

Our Clinical Catchment Area



HELLO & WELCOME



Compassion, loyalty, commitment, dedication, enthusiasm, kindness, agility and resilience are words to describe all the people involved in enabling HospiceCare North Northumberland to adapt and survive to provide the increased palliative care for our patients during the stormy pandemic times. We are incredibly grateful to our loyal and supportive community who went the extra mile to support us, and importantly to help raise the funds required during HospiceCare North Northumberland's most challenging time. Thank you very much.

Our partnership work with the Primary Care Network 'Well Up North' including Local GPs and District Nurses has contributed to the Hospice at Home team delivering increased hours of care. The Wellbeing and Bereavement services became digital, and the 'Time to Talk' advice and information telephone service line began (details page 9).

The trustees with our Interim CEO Emily Dobson and Senior Management Team have worked on governance and a 3-year strategy to continue to be innovative in our services. We envisage further specific development including dementia work, and wellbeing services.

We are thrilled to welcome and introduce Gill Dickson our new CEO who joined us in August and who has valuable hospice work experience together with leadership, and management skills. Gill will lead our organisation forward to ensure we deliver our strategic aims to provide accessible, and responsive palliative care.

Lucy Carroll, HospiceCare Chair of Trustees



Hello and how lovely to be writing this as Chief Executive of HospiceCare North Northumberland. I am delighted to have started in this role and am already working hard to ensure that we can continue to grow in a sustainable way and to oversee the overall direction of the charity. I live on the Border and despite leaving home over 35 years ago to start Registered General Nurse education in the south, then Sick Children's Nursing in London there is nowhere in the geography of the British Isles that means more to me than North Northumberland and it is brilliant to be working back here. I can bring forward years of experience working for local authorities, NHS and many charities. I am so proud to have been given the opportunity to lead this organisation into the future. This combined with huge enthusiasm for the delivery of local, first class care and with the ongoing support from the community will ensure that we thrive.

Gill Dickson, HospiceCare CEO

Did you know...?

Our Board of Trustees are all volunteers!

MEET SOME OF OUR HOSPICE AT HOME TEAM



HospiceCare has been serving our communities of North Northumberland for over 25 years, being a local hospice we are in a unique position to be flexible and agile enough to adapt quickly to our communities need's. The year 2020 made this even more apparent when the Covid-19 pandemic threw us a curve-ball but we were quickly able to review our services to meet the changing need of our communities. At the start of the pandemic we had to suspend our Wellbeing services, some of which were still in early stages of development, our Dementia support services which

provide a vital connection for people living with dementia as well as our face-to-face Bereavement Support. It was a time of huge uncertainty but what quickly became apparent was the impact the pandemic had on our Hospice at Home service, the demand for this service has increased dramatically in the past year and shows no sign of reducing now.

Between the start of the pandemic in March 2020 and 28 May 2021, over 59,000 (39 per cent) more deaths occurred at home in England and Wales than the average number of home deaths in 2015-19 (ONS). This is set to continue to rise as more people are living longer with multiple and complex conditions, HospiceCare want to ensure that people living within North Northumberland are cared for and supported fully throughout their final days however long or short that may be. We are in the process of redesigning our services and what we now need to know in this covid recovery period. The support we received from the community in response to our funding appeal was incredibly humbling, not only the financial donations but the messages and words of encouragement from local business supporters, alongside this really boosted and supported staff morale. We knew we had the backing of you all and this gave us the drive and determination to keep going through difficult times and for this I want to say a big Thank You, from myself and the teams.

Nina Burnett, HospiceCare Clinical Services Manager



Meet our Hospice at Home Lead, Carrie Rochford

Working for HospiceCare is a true privilege. My team work hard to help care for our patients and help them to live in the most comfortable and enjoyable way they can until they die. Sometimes this involves transferring a patient to an area in the house where they can watch their grandchildren play on the floor. Other days it may involve providing some carer respite, for example, enabling them to do some shopping or play tennis or meet a friend for coffee, safe in the knowledge that their loved one is being cared for by experienced, palliative carers.

My most memorable moments so far include stomping uphill to a patient's home in my wellies and mac in the rain to provide immediate medication to relieve their symptoms and walking down the hill, witnessing a beautiful rainbow. I smiled because I knew I had made a difference. It was an honour to be the nurse who made that patient more comfortable, allowing her to stay at home until she died.



HILARY WOODBURN Healthcare Assistant

"HospiceCare to me means we get to participate in one of the most private times in a person's life, we are able as a team to bring a high level of care and expertise into people's homes so each person can have a peaceful and comfortable final journey. Holding the hand of a wonderful lady, watching what was to be her final sunrise is a memory I will cherish forever. I think it is a true honour to be able to work in HospiceCare"

DOREEN SCANTLEBURY Dementia Support Worker & Nursing Assistant

"Working for the Hospice gives me the opportunity to try and support people living with dementia and their carers. The highlight of the year so far for me was the re-opening of the Dementia café's. The past year has been terrible for lots of people and many have felt socially isolated without the support network groups that they had before lockdown. To have the Dementia café's back again was wonderful, seeing everybody face to face, smiling and happy, re-uniting friendships the hospice building was alive again. For me personally if I can make a person's day a little bit brighter then it's a good day for me and working for the Hospice gives me the chance to do this."



RENA HOCKNEY Healthcare Assistant

"To be part of the Hospice team is very special. It is such an amazing organisation, that we are so lucky to have here in North Northumberland. I have been part of the charity since 2013 and have been able to offer my help to people and their families when facing end of life, offering practical and emotional support as part of our team. We try to do all we can to give people facing life limiting illness the choice to remain at home, if they so wish, for however long that might be, and offer the opportunity of on-going support for friends and family – whatever we can do to help. HospiceCare North Northumberland ... the key word that says it allCare. It's what we're all about and I am proud to be a small part of that."

ELAINE BELK Healthcare Assistant

"Working for the hospice clinical team is a very rewarding role. We get to meet lovely people, both patients and their families when they are often exhausted and emotional caring for loved ones at home. They are so grateful for the help, support and care that we bring with us. It is important to me that every patient gets the best care in their final days and are treated with dignity, respect and that their last wishes are met. I feel privileged to be part of the hospice at home team where everyone is caring, compassionate, dedicated and empathetic and I am proud of the work we do."



WAYS TO SUPPORT HOSPICECARE

The pandemic was quite a challenge for HospiceCare because lockdown restrictions meant we had to cancel our fundraising events and close our shops. The support of our North Northumberland communities came to the fore. People became Hospice Heroes, giving more than ever and raising money in lots of imaginative and quirky ways. With the need for our palliative end of life care greater than ever, your support is still really important. Could you become a local Hospice Hero? Donations are great, but there are lots of ways you can help. Have a look at our ideas, and email our Fundraising team: fundraising@hospicecare-nn.org.uk if you are ready to get involved.



Organise your own event and receive one of our fundraising packs. We can offer you lots of support



SIGN UP TO ONE OF OUR CHALLENGE EVENTS

Raise funds & become a Hospice Hero

OTHER WAY TO SUPPORT HOSPICECARE

- Invite your friends & family to make a donation on your birthday - Celebration Giving (Facebook is a good place to do this)
- Set up an online fundraising page such as JustGiving, or Visufund
- Secure match funding with your workplace
- Visit one of our events
- Join our lottery
- Leave a legacy in your will
- Sign up to become a regular giver
- Join our Business Partnerships Club
- Invite us to deliver a HospiceCare Talk to your community group or school



KEEP IN TOUCH WITH US

Sign up to our regular e-newsletter and keep up to date with all our clinical and fundraising news
Scan this QR code or visit our website: www.hospicecare-nn.org.uk



HEAR FROM ONE OF OUR BEREAVEMENT SUPPORT VOLUNTEERS

"Lots of things might have stopped during COVID lockdowns and a number have not yet restarted. But the Bereavement Support Service offered by HospiceCare North Northumberland has never stopped! It's true we have had to change our modus operandum and have gone to telephone calls rather than face-to-face meetings but we have still been there for our clients struggling with the loss of a loved one.



But though we have still been there albeit on the telephone, COVID has meant other changes. Especially in the early days of the pandemic, many clients were not able to spend the last hours with their loved one, and therefore not able to say the things they wanted to. If the loved one died from COVID then the continued barrage of news about the virus hasn't helped. And from the bereavement support volunteers' point of view all the usual suggestions for meeting up with friends or coming to our own Bereavement Café have been out of bounds!

Nevertheless we are still there and I, for one, have been thrilled to have my first face-to-face meeting with a client outside. I'm sure I speak for all our volunteers that we look forward to normal service resuming". Carol Jagger HospiceCare Bereavement Support Volunteer

OUR DEMENTIA SUPPORT SERVICES

HospiceCare recognises the impact Dementia can have on a person and their carers. We have a Dementia Support worker with a high level of experience in caring for those with dementia. Our support service is for carers of those living with dementia. We are able to offer some practical advice and signposting to relevant support where necessary. To access this service you can contact the hospice directly where a

member of the clinical team will get back to you.

Telephone:
01665 606515
or 01289 309997

Monday – Friday
9am-4.30pm

Dementia Cafés

Dementia Cafés are now being held at our Alnwick & Berwick Wellbeing centres for both the person with a Dementia diagnosis and their carer. Please call us directly if you would like to attend. Please note places are limited.



RETAIL UPDATE



Our charity shops at Amble, Berwick and Wooler, have become a community partnership success story and one that provides a significant proportion of the annual income HospiceCare needs to generate each year to continue to deliver our clinical services.

When you shop with us, not only are you doing your bit for the environment but you are also directly helping to raise funds for HospiceCare. Our Shops' huge success is down to the ongoing and incredible support from our local communities who consistently and regularly donate high-quality items and loyally shop with us. Combine this with our team of hardworking and dedicated shop volunteers who enable more of the profits to come directly to HospiceCare and we have a winning formula for our success – it's a phenomenal partnership of a local charity and local communities working together - and long may that continue! Please get in touch with us if you are interested in joining our retail volunteer team – we would love to hear from you.

Our shops at Amble, Berwick & Wooler are open Monday – Saturday 10am-4pm.

How to find us:

Amble: 83 Queen Street, Amble, NE65 0DD T. 01665 798092

Berwick: Hazel Marsden House, Violet Terrace,
Berwick, TD15 1LU T. 01289 332290

Wooler: 31 High Street, Wooler, NE71 6BU. T. 01668 281114

"HospiceCare is such a lovely thing to have. Such lovely people offering a massive amount of help and support. They were strangers, yet I felt like I had known each and every one of them forever."



TIME TO TALK

Our information and advice telephone service, 'Time to Talk', is for those looking to talk to someone about their own illness or someone they are caring for. You don't need to have had any previous contact with the Hospice. Our clinical team has the time to talk to you and can offer practical and emotional support in the strictest confidence. You don't need to make an appointment just call on one of the numbers below and ask to speak to one of our nursing team.

Our Time to Talk service can be accessed Monday – Friday 9am-4.30pm by telephoning: Alnwick 01665 606515 or Berwick 01289 309997



THANK YOU TO OUR TRUSTS

We would like to thank all of our trusts for their ongoing support.

- Fallodon Charitable Trust
- Generalate of the Institute of Our Lady of Mercy
- Hadrian Trust
- Hedley Denton Charitable Trust
- Hospice Aid UK
- Lions Club of Alnwick
- Lynn Foundation
- Masonic Charitable Foundation
- North East Promenaders Against Cancer (NEPAC)
- Northumberland Estates Charitable Trust
- Percy Hedley 1990 Charitable Trust
- R W Mann Trust
- Seahouses and District Cancer Research and Relief Fund
- Souter Charitable Trust
- Tesco Bags of Help Co-Vid 19 Communities Fund

- The Albert Hunt Trust
- The Barbour Foundation
- The Catherine Cookson Charitable Trust
- The Community Foundation - Carr-Ellison Trust
- The Community Foundation - Coronavirus Response Fund
- The Community Foundation - FB & PFB Lough Fund
- The Community Foundation - Jane Robertson Alnwick Fund
- The Davis Foundation
- The Grace Trust
- The Joicey Trust
- The Joseph Strong Frazer Trust
- The Liddell-Simpson Charitable Trust

Bringing hospice care home



ERIC'S STORY

"Things had become difficult for me to manage by myself. Marilyn's condition had deteriorated quite quickly and I was very aware that as I was lifting her, I might be causing her more pain or even injury. We found out about HospiceCare from Marilyn's District Nurse who said three words, **"You need help."**

Marilyn and I reacted immediately to the suggestion of help but in quite different ways. I breathed a huge sigh of relief knowing that I had nursed Marilyn for the best part of two years. Marilyn, on the other hand, said, **"No, we are managing fine."** This reaction came from a previous conversation in which I had promised her that she would be able to stay at home. Her caution to having carers come in to the home arose from a fear that this was one step away from being admitted to a hospice or hospital. Marilyn's choice was to spend her final days at home in her own bedroom with her family nearby.



Marilyn's District Nurse phoned HospiceCare prompting a home visit the next day from one of HospiceCare's nurses who told us about the support available. Care commenced the following morning with the arrival of two HospiceCare Healthcare Assistants. Marilyn's anxiety visibly subsided as she chatted to them. She relaxed and accepted, even welcomed, care at home. She had made a new group of friends who she could talk to - and who probably understood her and what she was going through better than I did.

It was during the first weekend of having HospiceCare care and support that I went in to the garden to cut some roses to bring in to the bedroom for Marilyn. The bedroom window was open and I could hear Marilyn chatting with the nurses. They were laughing and exchanging stories. By the time I returned to the bedroom, Marilyn was sitting up in bed looking absolutely amazing. Not only had they helped her wash and change her clothes, they had put her hair up the way she liked it, applied some make-up and lipstick, and sprayed some of her favourite perfume. She looked wonderful. I could tell she felt so much better because she knew she looked good. I felt that HospiceCare were helping her to be Marilyn again.

When Marilyn's condition deteriorated further the HospiceCare Healthcare Assistants were able to tell me, **"We don't think Marilyn is going to see the evening through."** That was helpful as I was able to get Marilyn's three children to the house and they were beside her bed when she died. In those last few days there was never any sign of pain and Marilyn continued to smile right through those final hours. HospiceCare were able to fulfil Marilyn's wish to be at home in her own bedroom surrounded by her family."

"To donate, scan the QR code opposite, or use the giving form on the back page"

Bringing hospice care home



You can watch this special film, read Eric and Marilyn's story, or make a donation via <https://www.justgiving.com/campaign/bringinghospicecarehome2021> or scan this QR code.



Throughout the pandemic, our clinical team have never stopped visiting and supporting patients and their families. Last year, our retail and event income were severely hit, but donations from our local communities were quite outstanding and helped plug the gap. Although restrictions have eased, fundraising is still challenging. With the demand for our care continuing to grow, and NHS funding covering a tiny percentage of our needs, we are appealing, to the people of North Northumberland to step up again and donate or fundraise on behalf of their local hospice and the families we support. We believe everyone deserves the best end of life care, and your donation – whatever you can afford - will help to make that happen.

SAVE THE DATE

Light up a Life 2021

At Home Lighting Candles and a Moment of Reflection from the comfort of your own armchair
Monday 6th December at 6pm
Full details soon via our website and social media pages

We have a dedicated team of over 200 volunteers who support all areas of the charity

Bringing Hospice Care Home Appeal

Your gift will help us continue to support local families.

You can give to our appeal here:

www.justgiving.com/campaign/bringinghospicecarehome2021

Scan this QR code:



You can set up a regular Direct Debit here:

www.hospicecare-nn.org.uk/donatetoday

Scan this QR code:



or complete and return this form to the following address:

HospiceCare, Greensfield House, Willowburn Avenue, Alnwick, NE66 2DG

1) Personal Information

Title: Forename(s): Surname:

Full Home Address:

Post Code:

Preferred Email address: Mobile:

Landline Number

2) My Donation

☐ I enclose a cheque for £ Payable to HospiceCare

☐ I would like to donate by direct debit.

Account Name: Start Date:

Sort Code: Account Number:

Signature: Date:

Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address, as above, will be used to identify you as a current UK taxpayer. In order to Gift Aid you must tick one or more of the boxes below.

I want to Gift Aid my donation(s) to the HospiceCare North Northumberland

☐ The enclosed £ ☐ Future donations ☐ Donations made in the past 4 years

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

Signature: Date: