

Latest news from your **LOCAL**
Hospice in North Northumberland



HospiceCare HAPPENINGS

HOSPICE AT HOME

2023

END-OF-LIFE CARE STORY

'My husband, Michael'

**UPDATE ON OUR
CHARITY SHOPS**

**READ ABOUT OUR
FUEL APPEAL 2023**

**READ ABOUT OUR
LOCAL DEMENTIA
& BEREAVEMENT
SERVICES**



**READ: George Forbes' Love of
HospiceCare's Dementia Walking Football**

Charity No 1103635

This year we expect our running costs to be around £1m. We will receive around a 5% contribution from the NHS, the rest we have to find from donations, fundraising, trusts and our shops.

As an independent local charity our income is not supported by national charities. Your donation to **HospiceCare** stays in North Northumberland to support local people and their families living with a life limiting illness.

How to contact us for a confidential chat...

TELEPHONE US

Monday–Friday (9.00–4.30) on:

T: 01665 606515 or **T: 01289 309997**

Email nursingteam@hospicecare-nn.org.uk

Internet www.hospicecare-nn.org.uk

General enquiries

Email enquiries@hospicecare-nn.org.uk

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 84 Queen Street, Amble NE65 0DD

Tel: **01665 798092**

Berwick Hazel Marsden House, Violet

Terrace, Berwick TD15 1LU

Tel: **01289 332290**

Wooler 31 High Street, Wooler NE71 6BU

Tel: **01668 281114**



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Hello and welcome...

“After undertaking a review of the services provided by **HospiceCare** North Northumberland in 2022 we are delighted to be in a position to share with you that our services are now once again meeting the needs of patients in North Northumberland.

We are providing nursing care services, day and/or night, for patients with life limiting illnesses and who are on the Palliative Care Register. Working closely with our community colleagues in the NHS and with other care providers we are able to devote time to patients and their families, respecting the wishes of the patients who want to remain at home at the end of life. We are now receiving referrals from community colleagues, Macmillan nurses, GPs and specialist services and with our expanded team of nurses are able to make first visits within 48 hours of the referral to our services. We are also able to provide Fast Track care for patients coming home from Inpatient Care Units, to enable people to die at home if that is their wish.

Our Pre- and Post-Bereavement services are also expanding with additional volunteers and we are currently training our own Counsellor to enable clients to avoid long waiting lists for pre and post bereavement counselling services.

Our Dementia Services, Café and Walking Football, continue to be popular and the positive feedback we receive from people using our services is overwhelming.

*
We have 170 volunteers, who last year saved the Hospice over £240,000 in the hours they donated

Our clinical workforce is continually expanding with more Registered Nurses and Hospice Support Workers with a rolling programme of recruitment over the coming year.

Over the remainder of the year we expect that we will be receiving additional referrals for all of our services and we are making plans to make sure that services can be provided for patients and clients in a wider geographical area, including Morpeth and up to the ” Scottish borders.



Chris Orife
Head of Care

*
For Clinical information visit:
www.hospicecare-nn.org.uk



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MY HUSBAND, MICHAEL...

“ My lovely husband, Michael Inkster was born in Alnwick in 1941. We met at a dinner dance in Alnmouth in 1963 and five years later, we married. What followed was 54 years of a wonderful life together, made complete with the births of our two daughters – Alexandra and Helen.

Michael was a devoted husband and father. He worked hard alongside his brothers Gordon and David in the building company started by their father, who came to Alnwick from Buckie during the Depression. Michael took pride in the family business and was always a very kind and generous person who would willingly do anything to help anyone.

Michael had been diagnosed with Wet Macular Degeneration (a long-lasting eye disorder that causes blurred vision or a blind spot in the central vision). He was registered partially sighted in May 2022, which meant his whole way of life changed.

Many holidays were spent on the family farm at Buckie in Scotland. Last August, Alexandra took us to stay at Cullen, near Buckie. We had a glorious week visiting old haunts and our friends there. We also stayed with Helen and had a wonderful few days with our little granddaughters; we then travelled to stay with Alexandra in her home.

It was around this time that I noticed Michael had started going to the loo more often and taking longer, but he said it was nothing to worry about. In September 2022, Michael went into the Wansbeck Hospital for a planned second knee operation but post-surgery, he didn't seem to be getting

* Last year
our Hospice at
Home services
supported over
55 local families



on too well. I noticed that he was taking more pain relief and sleeping during the day, which he had never done before. Michael also started to complain saying, "I'm short of puff, Marg", which really concerned me because Michael had previously had two heart attacks and an operation to insert stents into his heart.

Still complaining of not feeling well, having more frequent trips to the loo, particularly at night, Michael then became restless in his sleep and developed a cough. At this point, I called the GP who diagnosed chest and urinary infections and prescribed a course of antibiotics. When these didn't alleviate the symptoms he was admitted to Cramlington Hospital on 9th November 2022 for a 10-day course of intravenous antibiotics and more bloods tests. We thought this would clear up the infections and our life would go back to normal – what happened next changed our lives forever!

On the 18th November 2022 when I arrived on the ward, I noticed Michael had been crying. As

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soon as he saw me, he said, "I've got some bad news". His blood tests had revealed he had secondary cancer in his liver, lungs and spleen but they couldn't locate the primary cancer. The prognosis was poor – Michael had only weeks to live!

He was advised to leave the hospital because of a high risk of infection. Initially, the plan was to transfer him to Alnwick Infirmary, but there were no beds available and Michael just wanted to get home. I was worried about how we would cope having him at home but the consultant suggested HospiceCare would be able to help us. The day after Michael left hospital, one of the Registered Nurses from **HospiceCare** called us and shortly after we received the first of our regular visits from two of their Hospice at Home team.

The **HospiceCare** nurses would visit us twice a day. As soon as they arrived they would say to both of us: "What would you like us to do for you today?" So often, I would hear laughter coming from Michael's room, which was amazing given what he was going through. When the nurses were in the house, there was always a lot of reminiscing because Michael and some of the Hospice at Home team knew the same local people. He called the nurses 'Angels' and really looked forward to their visits - they were like a breath of fresh air to us both. The Hospice helped us create such lovely memories during our saddest time. The support the Hospice at Home team provided was outstanding. The nurses were always so caring and thoughtful, treating Michael with dignity and respect, especially when he became bed-bound – they took such lovely care of him. Their visits never felt rushed and nothing was too much trouble. They would bathe and shave Michael and wash his hair, which he said made him feel like himself again. They looked after me too, they would sit and chat with me to see how I was coping – they were such a tremendous support and they very quickly became part of our family.

Having Michael at home meant that even the smallest things made the biggest difference. For example, when Michael was unable to get out of bed he insisted on having a flashlight to light the path to my bed after we had switched the lights out at night. Alexandra and Helen could visit when they wanted day or night and so could the grandchildren, our friends and neighbours. In the evenings, I would sit with Michael and read the newspaper or we would listen to audio books or just talk. **HospiceCare's** support allowed Michael and me to have quality time together and allowed us to be spontaneous and flexible to fit around Michael's needs. We also were able to have a last family Christmas in our home. We put up twinkly lights in Michael's bedroom and he wore his favourite Christmas jumper. We played his favourite Scottish music and shared a wee tippie together. We were able to create wonderful memories that we will always treasure.

On Boxing Day, Michael enjoyed a two-day visit from Helen, her husband and our two granddaughters. They went home late afternoon of the 27th December and in the early hours of the 28th Michael became very unwell and died peacefully that morning. After he died, the Hospice nurses prepared his body so that Alexandra and I could sit with him to say our last goodbyes.

Please don't be afraid to ask for help if you are in a similar situation. Having Michael at home for the last five weeks of his life not only allowed him to fulfil his wish to die at home, but also enabled us as a family to have space and privacy, which was only made possible by the support of **HospiceCare** – we simply couldn't have managed without them. Every nurse was an Angel.

Margaret



Our Hospice at Home Service is delivered
FREE at the point of need

Our local Family Bereavement Support Services

FAMILY SUPPORT SERVICE

Delivered by our Family Support Coordinator to support the person who is over the age of 18 living with a palliative diagnosis and their families in their own homes, or in our Hospice buildings. Our Coordinator is able to, if appropriate, introduce/refer the family to our Hospice at Home service.

BEREAVEMENT SUPPORT SERVICE

Our Bereavement Support is delivered by trained volunteers led by our Family Support Coordinator. We offer an initial assessment to explore how we can help you. For some, the one-off assessment session may be enough. For others, it may be helpful to meet again, and we will discuss this with you during the assessment. Our Bereavement Support is delivered in both one-to-one and at Drop-in Café sessions at our Wellbeing centres in Alnwick and Berwick. This service can be accessed at any time – no matter what the stage of bereavement. No previous contact with the Hospice is necessary. Please note, we do not provide medical advice, family therapy, psychotherapy, or social work services.

OUR DROP-IN BEREAVEMENT CAFÉS IN ALNWICK & BERWICK

It doesn't matter if you have not had any previous contact with the Hospice, everyone is welcome to attend whether the bereavement is recent or a while ago. Our support is delivered free of charge and you don't need to make an appointment – just drop in! This service is available to adults 18 years and over.

ALNWICK Drop-in Café is held on the 2nd and 4th Tuesday of every month 10am-11.30am;

BERWICK Drop-in Café is held on the 1st and 3rd Tuesday of every month 10.00am -11.30am.

"If you're feeling a little apprehensive about dropping in, or would like more information, please call our nursing team at:

01665 606515 or **01289 309997** or email: nursingteam@hospicecare-nn.org.uk."

Maxine Shell, Family Bereavement Coordinator



Last year our Dementia Support delivered 330 hours of care towards Dementia Walking Football and the Dementia Café, providing support for 37 families



"The bereavement café (Berwick) provided a real lifeline of support in the early stages of grief especially when I was unable to access support elsewhere. Atmosphere was made warm and welcoming and 'safe'."



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MY HUSBAND, GEORGE FORBES...

“ My husband George was born on the 9th October 1944 and like many teenagers he was keen on football and played for his successful local team Chirnside. George’s interest in Newcastle United Football Club started at a young age and as a young man he travelled to all the home games and as many away ones as he could, while his fledgling career as an auctioneer took off. He became a season ticket holder then in 1983, and then aged 39 he was invited onto the board bringing his passion and business acumen.

In 1990 George became Chairman of Newcastle United whilst continuing to run the Wooler Mart and Tyneside Mart and being on various boards. He became a Vice President, a roll he held until his death in 2022. George enjoyed working with players like Kevin Keegan, Paul Gascoigne and Peter Beardsley. It was hard work, often travelling to Newcastle twice a day from his home farm near Coldstream.

Sadly, George was diagnosed with Parkinson’s and Dementia just as lockdown struck in March 2020. It was after his diagnosis that he discovered **HospiceCare’s** Dementia Walking Football sessions at the Swan Leisure Centre Berwick when his Grandson, William aged 7, noticed a poster at The Maltings Theatre in Berwick. George loved the weekly walking football sessions. He not only enjoyed the playing but also the company, chat, tea and cake and the fuss the Hospice and the Newcastle United Foundation football coach made of him.

Sometimes one of his carers took him to the football sessions to give me a break. The exercise was good for him and helped keep his Parkinson’s at bay. It was amazing to see the mental and physical benefit he got from playing and the support and



camaraderie from fellow players and coaches. It was a weekly outing that he never missed, and his last kick of the ball was a goal. George sadly died on the 12th October 2022 and I will remain eternally grateful to the Hospice for providing such a wonderful local support service for both me and my husband, George.”

Judy Forbes

“I have early onset vascular dementia and take part in the weekly walking football sessions at Berwick Sports Centre. The staff (Doreen) and guys from Newcastle United Foundation sports coaches are so friendly, inclusive and take time to listen and give guidance. For someone in their early 50’s to have dementia is hard and can be isolating, but this group is fun and the coffee/chat after gives us a chance to swap experiences and ways of coping.”

Berwick Dementia Drop-in Café user

* Last year our Hospice at Home nurses delivered over 1,500 hours of end-of-life care in the home

* We have seen an increase in demand for our Carer Respite by 38% in Jan-Mar this year



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SHOP WITH US

HospiceCare currently has charity shops in Amble, Berwick and Wooler and an E-Commerce operation run from our office in Alnwick. Since opening our first shop in Berwick in 2015 our shops have become a vital source of income for the Hospice, collectively generating over £270,000 of our total income last year - a pretty monumental achievement. This is only made possible because our local communities consistently donate high-quality items for us to sell. We are now actively seeking to expand our retail outlets to other locations in North Northumberland – keep a check on our website for more details.

OUR VOLUNTEERS

We also want to give special thanks to our team of hard-working and dedicated shop volunteers who donate their time and skills to ensure the success of our retail operation. If you would like

* Last year our charity shops generated around a third of our annual total income

to volunteer in one of our shops please get in touch for a chat Monday – Friday 9am-4.30pm on **T: 01665 606515** or **T: 01289 309997**. Alternatively, you can apply to be a volunteer by completing our online

application form at: <https://www.hospice-care-nn.org.uk/volunteer>.



WHAT MAKES OUR SHOPS SO SPECIAL?

We're special, because when you donate to our charity shops or purchase items from them, the income generated stays in North Northumberland to

* This year we expect our running costs to be around £1 million

support local people, who are at end-of-life and wish to die at home. It also contributes towards our local Bereavement and Dementia Support Services. We accept donations of clothing, bric-a-brac, small items of furniture, small electrical goods, children's clothes and toys, books and accessories. All donations can be dropped off at your local Hospice shop, details of which can be found on our website: <https://www.hospicecare-nn.org.uk/charityshops>. Income from shops contributes towards helping local families such as this one...

"We are extremely grateful for all the support we received from HospiceCare North Northumberland. It's hard to find the right words to say how much we valued the care shown to my husband and the rest of the family. We could not change his cancer diagnosis and knew that his death was inevitable. The only 'control' we had was to try and give him a 'good death' i.e. without pain, fear or anxiety. We feel we did achieve this thanks to help from HospiceCare."



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Our local Dementia Support Services

HospiceCare recognises the impact dementia can have on a person and their loved ones. We have a Dementia Care Co-ordinator with a high level of experience in caring for those with dementia. Wherever a person is on their dementia journey, our Dementia Care Coordinator can offer advice and signpost carers to the most relevant and appropriate support for both the person with dementia and their family. We aim to improve the well-being and quality of life for both the person with dementia and their carer(s). Our Dementia Support Service offers Dementia Drop-In Cafés at our Wellbeing Centres in Alnwick and Berwick as well as Dementia Walking Football sessions at leisure centres in Alnwick and Berwick.



Eligibility: This free and confidential service is available to the person with a dementia diagnosis aged 18 and over and registered with a GP in our catchment area.

Referral: You can access our Dementia Support via self-referral by calling our nursing team on **T: 01665 606515** or **T: 01289 309997** or asking your GP or another health professional to refer you.

Our weekly Dementia Walking Football sessions are held at the Swan Leisure Centre, Berwick and Willowburn Leisure Centre, Alnwick. We work in partnership with The Newcastle United Foundation Community Coaches who run the football sessions with us.

After each session there is an opportunity to share memories over a cuppa and cake. There is no charge to access this support – all we ask is that you call us to register your place.

Doreen Scantlebury
Dementia Care Co-ordinator



(Above): Berwick Dementia Walking Football



(Right): Alnwick Dementia Walking Football

Please support our 2023 Fuel Appeal

HOW YOU CAN HELP TO KEEP OUR NURSES AND SUPPORT WORKERS ON THE ROAD 365 DAYS A YEAR

Our Hospice at Home and Respite Care Services are provided by qualified nurses and Hospice Support Workers and are available 365 days a year, day and/or night. Due to the predominantly rural and sparsely populated nature of our clinical catchment area, our team can travel great distances in order to administer responsive holistic care to make the final days of life peaceful and comfortable. In the last year they have covered a combined total of over 53,600 miles in the pursuit of their caring duties.

To enable our nurses and support workers to continue to fulfil our commitment to cover the whole of North Northumberland requires significant expenditure on fuel. With a spiralling rise in the cost of living in recent times, including petrol and diesel in particular, **HospiceCare** can find it increasingly difficult to cover these outlays. In addition to the fuel costs for the teams own private cars, there is also the fuel

costs associated with the shared car which is kindly loaned to **HospiceCare** by Blackshaw's of Alnwick.

As demand for our services increases, with the asso-

* Last year our Bereavement Support Service supported 111 clients



ciated rise in fuel expenditure, this puts additional financial pressure on the team to be able to deliver the necessary levels of supportive care. We are not exempt from the fuel poverty and cost of living constraints affecting many of us.

Consequently, we ask that you consider making a donation in support of our 2023 Fuel Appeal. This will greatly assist our dedicated nurses and support workers in continuing to proactively deliver high quality end of life care, across our care services, regardless of where the patients live, free from the stress of personal financial concerns.

Whatever you can give, your donation brings hospice care to people in their familiar surroundings with their loved ones, day or night, throughout North Northumberland. Thank you.

HOW YOU CAN DONATE – PLEASE SCAN QR CODE



or, for other ways to donate to our Fuel Appeal, please see page 11 opposite. Quoting ref: **FUEL HH2023**



Why we need to fundraise!

All our Care Services are delivered free of charge and to ensure we can continue to meet the growing demand for our services, this year we expect our running costs to be around £1m. We will receive around a 5% contribution from the NHS, the rest we have to find from fundraising, donations, trusts and our shops. We are a small events fundraising team who each year we work hard to create a calendar of events to raise funds from Open Gardens and Handlebard's to Challenge events and Walks, so we hope we have something to offer everyone. If you have an idea for a future fundraising event please get in touch - because we would love to hear from you.



from becoming volunteer (check out page 13), organise your own event or become a 'FRIEND' by setting up a regular monthly donation. Regular donations are a wonderful gift for the Hospice because it enables us to plan ahead to ensure we can continue to deliver our care not just today, but for future generations. You could also consider leaving a

gift in your will - If this is something you would like to know more about please give our fundraising team a call or visit our website (details below). So, whether it's making a direct donation or leaving a legacy in your will, no matter what size the gift every penny counts. Call our fundraising team for a chat on **T: 01665 606515** or **T: 01289 309997** or email **fundraising@hospicecare-nn.org.uk**. You can find lots more information on our website: www.hospicecare-nn.org.uk.

Our Community Fundraising

HospiceCare has always enjoyed tremendous support from people in our local communities continually going the extra mile to raise funds for the Hospice by either organising their own events, or making direct donations. All donations made to HospiceCare, stays with HospiceCare to directly support people in our local communities who are approaching end-of-life and wish to die at home, as well as those seeking bereavement or dementia support.

* Last year our Bereavement Service delivered over 1,038 hours of support

How You Can Make a Difference

There are lots of ways you can support the Hospice

HOW TO DONATE

Cheque: payable to 'HospiceCare' and post to us at Greensfield House, Unit 3 Greensfield Ind. Est. Willowburn Avenue, Alnwick, NE66 2DG.

Bank Transfer: please contact our Fundraising team by email: fundraising@hospicecare-nn.org.uk

Online: Please visit our website: www.hospicecare-nn.org.uk

Emma Arthur
Fundraising Manager

Students at The Duchess High School Alnwick recently raised £300 from their NERF gun challenge



HOW WE HELP OUR COMMUNITY FUNDRAISERS

✦ Last year
62 local people
were supported
with 1:1
bereavement
support

If you are running an event to raise funds for us, or thinking you would like to do something but need a little bit of help, please get in touch with our fundraisers.

We can help you with your event by providing posters, help with your marketing/ social media and also attend your event to say a few words of thanks as well as meeting up post-event for a cheque presentation photograph. Our fundraising team will give you loads of support and encouragement to ensure you have a successful event. If organising your own event isn't right for you, then there are so many other ways in which you can support us – here are just a couple:

Celebratory Giving/Donate in Lieu of Giving Gifts

Having a birthday party, retirement party, or planning a wedding and stuck for gift ideas? Why not ask your guests to make a donation to **HospiceCare**

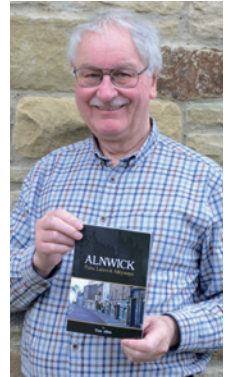
in lieu of buying gifts? We can provide thank you cards, wedding favours, collection buckets and dedicated donation envelopes for you to use as part of your celebration – just give us a call and let us know how we can help.

HospiceCare Coin Collection Tins

We are always looking or new locations to place one of our Coin Collection Tins - so if you know of such a location please give us a call – we would love to hear from you!

Lots more information at:

Email: fundraising@hospicecare-nn.org.uk or
T: 01665 606515 or **T: 01289 309997**



Local author, Tom Allen, has written a book to raise funds for the Hospice

TRUST DONATIONS – THANK YOU!

- Alnwick Town Council
- Arnold Clark Community Fund
- Catherine Cookson Charitable Trust
- Community Foundation
- Davis Foundation
- Hadrian Trust
- Hedley Denton Charitable Trust
- Hedley Foundation
- Hospital Saturday Fund
- J H Burn Charitable Trust
- Joicey Trust
- Joseph Strong Frazer Trust
- Kelly Charitable Trust
- Liddell-Simpson Charitable Trust
- Lions Club of Alnwick
- NEPAC
- P F Charitable Trust
- Paget Trust
- Percy Bilton Charity
- Percy Hedley 1990 Charitable Trust
- Persimmon Community Champions
- Rothley Trust
- Roy & Pixie Baker Charitable Trust
- Sir James Knott Trust
- Sir Jules Thorn Charitable Trust
- Stella Symons Charitable Trust
- Sylvia and Colin Shepherd Charitable Trust
- The Institute of Our Lady of Mercy
- Thomas J Horne Memorial Trust
- W. A. Handley Charity Trust



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* Demand for our Carer Respite had increased by 35% in Jan-Mar 2023

VOLUNTEERING WITH HOSPICECARE

Volunteers at **HospiceCare** North Northumberland are one of our greatest strengths. Without our volunteers' active and committed involvement, the charity would not be able to deliver the services it does. Volunteers are involved in every area of the organisation - from our trustees to those who help with local fundraising events, right through to volunteers in our hospice covering a variety of different roles, and in the community.

HospiceCare is committed to the importance of volunteering. Staff and volunteers are part of the same team and work towards the same goals. There is a common understanding and shared responsibility, to ensure that volunteers are involved in all aspects of the organisation's work, and are treated as equals. We believe that all volunteering at **HospiceCare** should be a mutually beneficial, two-way process and should support the organisation's commitment to a better life for people requiring end of life care, and their families. We also believe that all volunteers should have a high quality and meaningful experience at all stages of their volunteer involvement.

Volunteers have a unique contribution to make in enhancing all aspects of the organisation's work, enabling it to fulfil its objectives. They bring a fresh

perspective and myriad skills and experiences that can be widely applied throughout the charity. Volunteers add value through their contribution of time and skills. We recognise and greatly appreciate their input, accordingly. With the support of our volunteers, we can achieve our mission to ensure that our communities have access to high-quality palliative care, close to home. For a wide variety of volunteering roles, please visit our website at <https://www.hospicecare-nn.org.uk/volunteer>

OUR COMMUNITY TALKS

As part of our ongoing awareness campaign we deliver **HospiceCare** talks to local schools and community groups in North Northumberland, such as Rotary, U3A, Probus and Mother's Union. Our talks last for around 40 minutes and gives an opportunity to share with you who we are, what we do and how we meet our costs. We are also happy to answer any questions you may have. We don't charge a fee or expenses and if 40 minutes is too long, then we can tailor our talk to suit your needs. Our diary is open for this year and 2024 so please get in touch if you would like to book a date – we would love to hear from you on **T: 01665 606515** or **T: 01289 309997** or email Julie Frost at: jfrost@hospicecare-nn.org.uk

Our local business partnerships

Whether you want to build your team ethos through events and challenges or to donate directly to our clinical care work, our business partnerships offer great benefits. We know from the feedback we receive from our existing business partnerships that working with the Hospice enhances their profile within the community. No matter the size of your company, we always aim to work with you and your team to tailor fundraising opportunities to your objectives and to develop mutually beneficial relationships. Many businesses choose to support us in a range of ways here are just a few...

- Sponsor one of our fundraising events
- Hold a fundraising or sponsored event to raise funds for us
- Participate in one of our Hospice-led events/challenges
- Donate your professional expertise
- Make an in-kind donation (e.g. print, design, publicity distribution, catering, training)
- Volunteer with us
- Host a HospiceCare collection tin at your premises

You can find out lots more information about the benefits of becoming a business partner on our website at: <https://www.hospicecare-nn.org.uk/businesspartnerships> or please give us a call on T: 01665 606515 or T: 01289 309997

STAY IN TOUCH – SIGN UP TO OUR NEWSLETTER

Signing up to receive regular clinical and fundraising news is a great way of keeping in touch. All you need to do is to visit our website to register your email address to receive our monthly updates which you can opt-out of at any time: www.hospicecare-nn.org.uk/hcnnnewsletter

HERE'S WHAT TWO OF OUR BUSINESS PARTNERS SAY ABOUT WORKING WITH US:

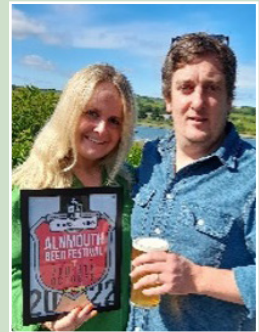
“ Beyond expectations - The Magic of Christmas was a great success- the team from HospiceCare supported us with an amazing day. The hospice volunteers including Santa were fantastic. Feedback from customers, visitors to Santa and Starbucks bosses were so positive. I really can't wait for next year.

Vikki, Starbucks's Drive-thru Alnwick, Store Manager



“ We decided to adopt HospiceCare as our chosen charity for our annual Beer Festival back in 2015 because it's such a worthy local cause providing a vital community service. We wanted our donation to stay in the area to support people in our own communities.

Georgie & Ben owners Red Lion Inn Alnmouth. Their Beer Festival takes place between 6-8th October 2023



Meet our Deputy Head of Care

“ I joined **HospiceCare's** nursing team in December 2022, after retiring from NHS community work for Northumbria Healthcare Trust as a staff nurse and latterly as a Community Neighbourhood Matron where I gained Prescribing qualifications. I have always been passionate about delivering the best possible care for patients and although retired, I really missed nursing. So, when the position of Deputy Head of Care was advertised, I knew the role was too good an opportunity to miss.



enhanced communications whilst we continue strive for seamless care.

I'm so fortunate to be able to work with a highly experienced team of qualified nurses and hospice support workers who are equally as passionate about providing end-of-life care 24 hours a day 7 days a week. We know from the regular feedback we receive from the families we have supported, that we are consistently making a difference. Often, we are

told that we have become an integral part of the families we are caring for, which is such an honour. You can read about one such family on pages 4 and 5 of this issue.

In the future, we hope to increase our Care staff team to enable us to provide more care for more local people. Thanks to the generosity of the communities of North Northumberland raising funds and making donations, we can continue to provide all our Care Services free of charge which is often met not only with surprise, but also gratitude by the families we support. I'm immensely proud to be part of the **HospiceCare** team and to be able to help local families focus on what really matters – living well until the end.

Doreen Davidson
Deputy Head of Care

Details of our care services can be found at:
www.hospicecare-nn.org.uk

* Last year our Hospice at Home team travelled over 53,600 miles to reach families in some of the most remote parts of Northumberland

It's such a special privilege to look after someone in their own home. I'm able to be there for local families to talk, have a laugh or cry, or to just sit and hold their hands. When we visit a new family one of the first things we ask is 'what can we do to help you?' so that we can provide care and support tailored to suit the needs of that family rather than it being a prescriptive service.

Working for a local independent local palliative care charity means we can be agile and flexible to meet the changing needs of our communities. It gives us quality time to build relationships with families to support them through the final days of their lives. A key responsibility alongside my nursing, is to constantly review the needs of our communities by working closely with the local Macmillan service, GPs and District Nurses. I have also been able to utilise my professional network by creating further links with the local Social Prescribers, Dementia Lead, Home Safe Discharge Team and Age UK. It's also a great benefit that some of our Bank Hospice at Home team are still working in the NHS which has

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HOW TO CONTACT US

CALL OUR NURSING TEAM IN THE STRICTEST CONFIDENCE
MONDAY - FRIDAY 9AM-4.30PM

ALNWICK T. 01665 606515 BERWICK T. 01289 309997

E. nursingteam@hospicecare-nn.org.uk

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OUR IMPACT

"My husband's overall wish was to stay out of hospital and the daily care you gave him allowed his wish to come true. Thank you so much for everything you did for both of us. You are truly amazing!"
Hospice at Home

VISIT OUR WEBSITE

