



HospiceCare

NORTH NORTHUMBERLAND

Caring for Life!

HAPPENINGS

Talking about death and dying - we can support you!

**Supporting
you when
someone dies**

My Dad
A personal story of loss

**Heart Failure and
HospiceCare**



**Our Dementia Care Project in
North Northumberland**

Join Us! The Great North Run 2018

Ways YOU can make a difference today

It couldn't be easier!

1. Donate today, help us to continue to deliver our clinical services to local people and their families living with a life-limiting illness. You can either make a one-off donation or become a Regular Donor.

2. Support our fundraising events, register with our monthly email service to ensure you don't miss out on what's happening. Our events are always fun and sometimes exclusive to HospiceCare.

3. Volunteer your time, it's rewarding and you only work hours to suit you.

4. Having a celebration? Why not ask your guests to make a donation to HospiceCare in lieu of gifts.

5. Leave a gift in your Will

6. Hold an event in aid of HospiceCare. This could be a coffee morning in your kitchen at home, or something bigger in your community.

7. Spread the word - tell everyone about us, this is often the most powerful way to promote our services.

Call Julie Frost on **01665 606 515** for more information.

As an independent charity, our income is not supported by national charities such as Macmillan and Marie Curie.

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, 8.30am - 4.30pm:
01665 606 515

You can also leave a message on our answer machine outside of these hours and someone will call you back.

Berwick Charity Shop

Wear&Care - Tel: 01289 332 290

Visit us:

Alnwick Day Therapy Centre

Castleside House, 40 Narrowgate, Alnwick NE66 1JQ

Berwick Day Therapy Centre

Hazel Marsden House, Violet Terrace, Berwick TD15 1LU

Email: enquiries@hospicecare-nn.org.uk

Website: www.hospicecare-nn.org.uk



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WELCOME & HELLO!

Hello and welcome to the 2017 edition of HospiceCare's Hospice Happenings.

It has been a busy year! The Hospice is well under way in delivering its dementia and end of life care programme to Care Homes across North Northumberland and it is proving to be a success! (Find out more on pages 4 & 5). This is as well as continuing to provide end of life care and support to 110 people and their families over the last year in their homes across North Northumberland.

I see the Hospice as a piece of a jigsaw puzzle, working with others to make every patient and family member feel valued and cared for from the moment we meet. The Hospice may only be a small piece in what can be a big puzzle for some patients and families, but vital in helping to complete their care and support at such a sad and difficult time.

Telling you our news offers a great opportunity to not only share with you what has been happening with the Hospice over the last year, but to send a heartfelt thank you to all of the staff, volunteers and supporters who help to make the Hospice what it is today! Most importantly we will never forget the amazing people and their families whom the Hospice has had the privilege to help and support over the years, as they are the reason why the Hospice aspires to grow and continue to deliver high standards of palliative and end of life care and support. Who knows when anyone one of us may need the Hospice in the future!

Congratulations to our team of Hospice volunteers as the recognition of their great work and commitment to the Hospice was announced at the Alnwick Mayor Civic Awards. Very well deserved! THANK YOU!

Sue Gilbertson
Hospice Nurse/Manager



We have a small but dedicated and loyal group of volunteers who save us over £100,000 every year in the time they donate to HospiceCare.

Our Dementia and End of Life Care Project in North Northumberland Care Homes

By 2021 the number of people living with dementia will rise to over a million and they are more likely to die in a Care Home (Help the Hospices 2013). This is supported by the Alzheimer's Society report (2103) suggesting that 80% of people living in Care Homes have dementia. Dementia is a terminal illness as there is no cure and people with dementia and their families face the challenge of living with this progressive illness for many years.

So, armed with this information and some understanding of the challenges faced by carers and families when caring for someone with dementia at the end of their life, HospiceCare set out to deliver a project about dementia and end of life care to care staff in Care Homes across North Northumberland.



Sue Gilbertson, Lee Curtis & Betty Lucas

The aim being, to not only support and raise awareness of the Care Home staff, but to help make a difference in the quality of care delivery and support to people with dementia and their families at the end of their life.

In 2016 the project was successfully funded by two charitable Trusts, Henfrey Charitable Trust and the Garfield Weston Foundation, and their generosity of funding meant that the project was extended from eighteen months to two years. Once funding was in place the Hospice employed two Mental Health nurses into the Hospice team for two days a week so that the knowledge and experience of dementia and end of life care could be fused together.

There are 20 Care Homes across North Northumberland who will all be approached over the next two years to engage with the Hospice, with an opportunity to develop partnership working as well as participate in the project. Earlier this year, 5 Care Homes were contacted and currently 4 Care Homes across Alnwick, Amble and Berwick are participating in the project's seven session programme. This addresses topics such as dementia, end of life, communication, comfort care, families, last days of life and bereavement.

We are currently 4 months into delivering the programme and the care homes are welcoming and showing a commitment to the programme. Most of their care staff are attending each of the sessions, which are well received, with feedback varying from good to excellent. So, whilst the project is still in its infancy, its reception from Care Homes and the relationships which are developing with the Hospice are positive and already making a difference.

Once the programme has finished, relationships with the Care Home will continue. Each Care Home will have identified one or two Hospice Link Carers to continue developing relationships, with on-going access to support and information when caring for someone with dementia and their family at end of life.

Dementia Training - Heatherdale Care Home, Broomhill

“We have all benefited from having Sue and Betty in to talk about Death and Dying.”

Allison Moore is the Care Manager at Heatherdale Care Home, Broomhill Alnwick. She welcomed the opportunity to have Sue and Betty deliver Dementia/End of Life care training to her staff when approached by [HospiceCare](#) earlier this year.

Allison said “We all appreciate here that Dementia is not a ‘one size fits all’ condition. It is about constantly having to adapt your care, every day is different. We have all benefited by having [HospiceCare](#) in to talk about death and dying. It has enabled us to have a different approach with our families and to have a more open conversation about end of life care.

All our staff, including our domestic staff, carers, managers and team leaders, have found it a positive and rewarding experience having this additional training. It is also very comforting to know that [HospiceCare](#) will still be supporting us around dementia and end of life care now and in the future. We will all miss Sue and Betty coming into the home.



Allison Moore, Care Home Manager (in white) with staff from Heatherdale

We have always been really good at providing end of life care, but the training has reassured us that we are doing the right things. I do hope that the other care homes in North Northumberland take up this wonderful opportunity from [HospiceCare](#).”

Allison Moore

This year we need to generate £525,000 to support the demand for our clinical services.

My Dad. A personal story from Sue Gilbertson, our Clinical/Hospice Manager

Billy Atkinson was 84 years old when he died on 22nd May 2017 and he was my Dad!

As a family we had lived with Dad's diagnosis of Alzheimer's for 15 years! He was given the diagnosis at the age of 69 years after knowing that something was 'not right' as he kept forgetting things and not always remembering what he was doing. However, Dad was able to live a full and active life and if you had met him you would never have known he was living with Alzheimer's.



Me with my Dad, Billy

Luckily, for us as a family and as the Alzheimer's progressed particularly over the last 2-3 years, Dad was happy and content in his world. Dad had played the piano as a young man in a band, and music remained prominent in Dad's life even up to his last few months. It was amazing how he could not remember my name but as soon as he sat at his keyboard he was able to play his favourite tunes! Dad attended a local Day Care for up to 4 times a week so that Mam could have a break and as a family we went to many music events for Dad to enjoy in that moment, as he always forgot he had been!

It costs **£25 an hour** to deliver our **Hospice at Home**.

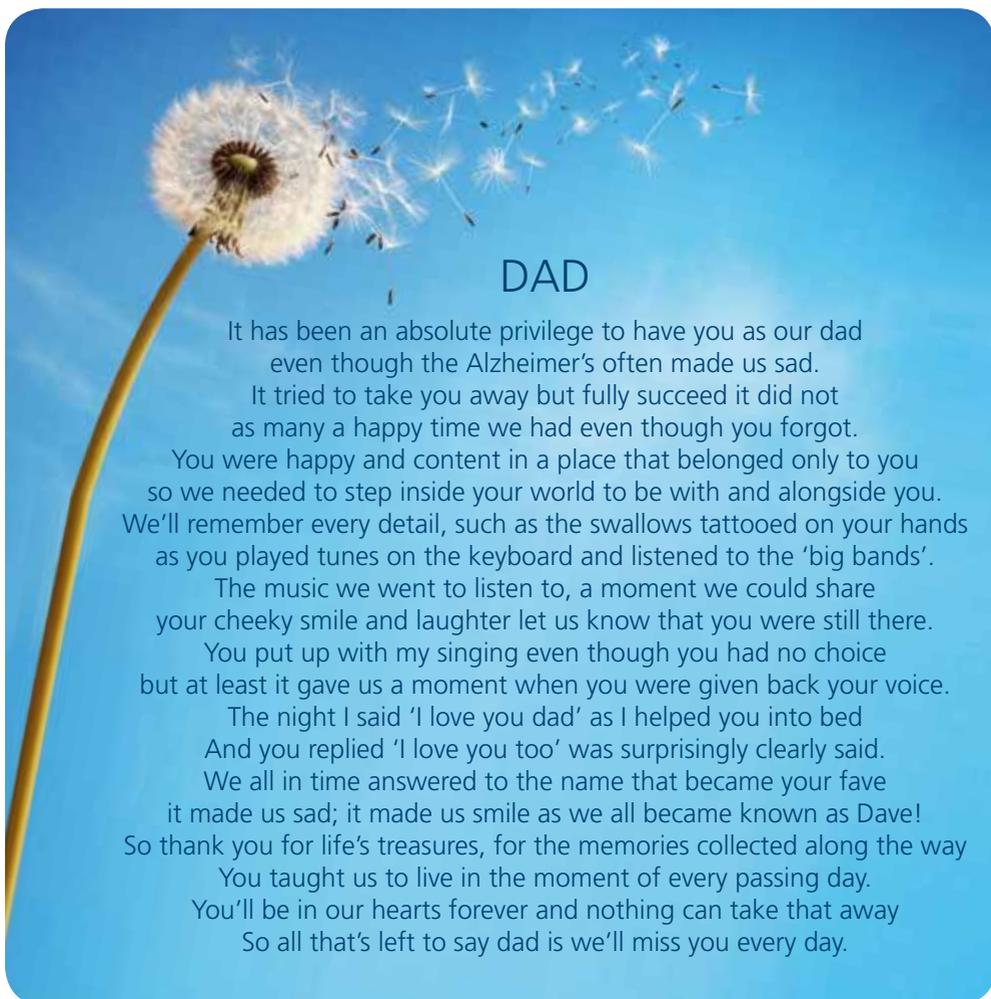
2 years ago my family met with a GP to discuss Dad's future care. We knew that Dad would never wish to be in hospital and recognising that Alzheimer's is a terminal illness and Dad's condition would continue to deteriorate, we wanted to make sure that Dad was treated appropriately in a place of comfort and familiarity. An Emergency Health Plan and Do Not Attempt Cardiac Resuscitation were put in place which stated that Dad was for 'comfort care' at home. He was not to be admitted to hospital under any circumstances, although he could be treated with antibiotics at home if necessary if he was able to swallow the medication.

In the last **12 months** our **Carer Respite** service has delivered **563 hours of day care support** and **3,431 hours of overnight care support**.

Having these discussions as a family was very sad and not always easy, but what the conversations did were unite us in making sure Dad had the best care possible to allow him to die 'a good death' with dignity, which is exactly what happened. On the 22nd May 2017 Dad died peacefully at home with us all there including my dog Mikey whose name, incidentally, Dad never forgot!

Being a Hospice nurse meant that it was an absolute privilege that I could do this last thing for my Dad, with the added support of some overnight care from the [HospiceCare](#) Hospice at Home team.

I wrote this poem for dad a few days after his death. It was read at his funeral and I would like to share it with you now! *Sue xx*



DAD

It has been an absolute privilege to have you as our dad
even though the Alzheimer's often made us sad.

It tried to take you away but fully succeed it did not
as many a happy time we had even though you forgot.

You were happy and content in a place that belonged only to you
so we needed to step inside your world to be with and alongside you.
We'll remember every detail, such as the swallows tattooed on your hands
as you played tunes on the keyboard and listened to the 'big bands'.

The music we went to listen to, a moment we could share
your cheeky smile and laughter let us know that you were still there.

You put up with my singing even though you had no choice
but at least it gave us a moment when you were given back your voice.

The night I said 'I love you dad' as I helped you into bed
And you replied 'I love you too' was surprisingly clearly said.

We all in time answered to the name that became your fave
it made us sad; it made us smile as we all became known as Dave!
So thank you for life's treasures, for the memories collected along the way

You taught us to live in the moment of every passing day.

You'll be in our hearts forever and nothing can take that away
So all that's left to say dad is we'll miss you every day.

**All our services are FREE OF CHARGE
and you don't need a GP referral.**

Dying Matters the Big Conversation

HospiceCare is not just about Cancer.

Heart Failure

Heart failure causes really challenging physical symptoms and profound emotional distress. People become breathless and tired and unable to do the things that matter most to them. Palliative care can make a huge difference to patients and their families, but sadly too few people are getting this support and are not being referred early enough and often only in their final days.

A survey released in May this year by Hospice UK and The British Heart Foundation, in collaboration with the new Wolfson Palliative Care Research Centre at the University of Hull, highlights how people living with advanced heart failure can benefit from personalised palliative care to help manage their symptoms, their future and vastly improve wellbeing in their final months. However, few are being referred by GPs and hospital teams for specialist care provided by hospices and hospital palliative care teams. This results in people with heart failure accessing palliative care too little, too late.

In response to this national report we would like to highlight that HospiceCare is here to provide care and support to people and their families living with Heart Failure. So if this is you or a family member please feel free to telephone 01665 606 515 and speak to one of our nursing team for further information about ways we may be able to help.



The HospiceCare Clinical Team

We delivered a total of 385 hours of Bereavement Support last year.

Our Clinical Catchment Area



The size of the area we cover highlights the challenge of delivering our Hospice at Home in such a rural area. If you live just outside of our area and are looking for support, please do get in touch.

Our Bereavement Support

We have 11 Bereavement Support Volunteers who are specially trained and very skilled in offering a Bereavement Support listening ear. Together with myself, they have a deep understanding and knowledge of the pain, anger and confusion caused by grief and the death of a loved one. We don't need to have known or cared for your loved one and we can usually arrange for an immediate appointment and be there exactly when you need us. *Maxine Shell* Bereavement Support Co-ordinator



"I was very lucky to have had the support of Sue and the Hospice when I lost my Dad last year. Their counselling service is just a tiny part of the great work the hospice does for both patients and their families. The volunteers and nurses are invaluable and their work is selfless."
Charlotte Woodcock 2016

Our Bereavement Support service received 53 new referrals last year and is currently supporting around 40 clients every month.



The Red Lion, Alnmouth Beer Festival

6th, 7th & 8th October 2017

More info at-

www.redlionalmouth.com



Caring for Life!

The Art of Caring—Art Exhibition

Gallery Forty5, Felton NE65 9PP

October 7th—18th November 2017

View and bid on art by local artists



Linden Hall, NE65 8XF 10.30am-4pm

Bring this magazine with you to get a friend in for free

Admission £3.50

To exhibit call Emma on **01665 606515**

or email earthur@hospicecare-nn.org.uk



Northumberland Coastal Challenge Walk with Shepherds Walks

7th May 2018 Entry £35

Sign up at www.shepherdswalks.co.uk

SUNDAY 27TH MAY 2018 12TH DRURIDGE BAY 10K CHARITY RUN



Sign up at www.raceentry.co.uk



Great North Run 2018

We are now taking names for 2018

Please call to reserve your place

01665 606515

Ways you can support us

Leaving a Legacy in your Will

You can find out more information about leaving a legacy to HospiceCare in your Will on our website: www.hospicecare-nn.org.uk or if you would like a copy of our Legacy Giving Brochure, please call Julie on: 01665 606 515 or email: jfrost@hospicecare-nn.org.uk and we'll pop you one in the post.

Celebration Giving

Getting married, having a birthday party or other celebration? Then why not ask you guests to make a donation to HospiceCare in lieu of gifts. We can provide you with Wedding Favour Place Cards and HospiceCare Donation envelopes to give to your guests.



Join our Lottery

You could join our Lottery, it's easy to sign up, please call Emma on: 01665 606 515 or email: earthur@hospicecare-nn.org.uk



HospiceCare
NORTH NORTHUMBERLAND
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6 digits £25,000	5 digits £1,000	4 digits £25	6 digits £5
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Win **£25,000** and many other prizes every week just by showing your support.

For £1 per week you will be allocated with a six digit Unity Lottery number.

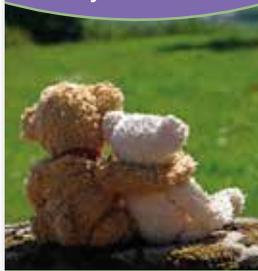
50p from every £1 comes directly to HospiceCare as profit.

Visit www.unitylottery.co.uk and select HospiceCare North Northumberland as your 'good cause'.



HospiceCare
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Leaving a Legacy in your Will



"It was a legacy of life, hope, enjoyment"
Jane Eys, Charlotte Bronze

adamdouglas legal llp

Wills Week 2017

Are you thinking about making a will or updating your existing will? Make a will during Wills Week with Adam Douglas Legal LLP and they will waive their fee in return for a donation to HospiceCare North Northumberland.

Suggested donation: Single £100 & Joint: £150
100% of your donation goes to HospiceCare

Limited appointments available during October 2017 at their
Alnwick & Berwick offices

Please call directly to make an appointment
Alnwick Office: 01665 602 363
Berwick Office: 01289 306 479

Our fantastic Community Fundraisers

Last year our local supporters raised an incredible **£112,000** by either making a general donation or organising a community fundraising event – here are just a handful of some of the incredible things local people have done for us:



8 year old Poppy Rudge, raised over **£2,600** last year in memory of her Head Teacher, Sally Wood.



The Wooler Wheel Committee, donated **£2,802**, the proceeds from their annual cycling event.



Our lovely volunteer Community Friend for Alnwick, Elizabeth Angier, organised a Ceilidh in July at the Northumberland Hall and raised **£469.15**. Local musicians 'Simply Northumbrian' donated their time and local business 'Taste of the North', donated the venue. A fantastic Community team event.



Jane & Mac McHugh, owners of The Red Lion, Alnmouth, donated **£5,700** from their 2016 Beer Festival.

Have you been inspired to support us?

- You could get together with friends, family or work colleagues and organise a fundraising event such as: host a coffee morning or garden fete, organise a dress down day or sell cakes at work.
- **Celebration Giving** - Ask for donations from your guests in lieu of giving birthday or Christmas presents.
- Take part in one of our sponsored events, or organise one yourself.

We'll give you lots of support and can provide you with Balloons and T-shirts to make your event go with a real swing. Why not get in touch for a chat with one of our fundraising team on: Telephone: 01665 606 515 or visit our website for some top fundraising tips: www.hospicecare-nn.org.uk/get-involved/fundraise-for-us

Do you run a Community group or organisation?
HospiceCare would love to come and talk to you about our work in your community.

Wear and Care - Shop News

I have now been the manager of [Wear and Care](#) for 8 months and I LOVE my job. Although hard work, it is great to work with such lovely volunteers on a daily basis, whilst meeting all our great customers.

We have such generous donations that we are able to sell fantastic clothes at hugely discounted prices, including designer labels. I can't imagine ever buying new myself again!!

New customers visiting the shop say that it is the best charity shop they have been to, which is so motivating for us as a team.

We were also privileged to win the Riding of The Bounds Window Display recently.

Why not pop in and have a coffee? Relax while you browse or shop till you drop!

Our regular coffee mornings are the second and last Fridays in the month, upcoming dates are 11th and 25th of August. Coffee and cake is only £1.50p per person. Why not pop along, sit in our pretty patio garden (weather permitting) and support this fantastic cause.

We also have some space at the back of the

shop available to hire which would be really good for meetings (up to 20 people) and community events. We would love to see this become a real community hub. Hire is minimal charge. If you are interested please ring me on [01289 332 290](tel:01289332290) for further information.

Could you volunteer? We are looking for people who can commit to half a day a week to work in the shop. We are a great team and are looking for people who are motivated, reliable and willing to carry out various duties on the shop floor and behind the scenes.

A date for your diaries is Wednesday 6 December 2017. We are hosting a Christmas shopping night with mulled wine and mince pies between 6-9 pm. We have lots of brand new gifts and some gorgeous clothes ready for that special Christmas night out. Please come along and meet us whilst grabbing a bargain!

If you are in the shop please say hello and introduce yourself. Speak soon

Joyce Fairbairn - Shop Manager



Joyce collecting the winners cup for first place in 'Best Shop Window' at The Riding of the Bounds' 2017



Our Patio Garden

Our total income last year was **£570,000**

£24,100
Was raised from
our Regular Donor
Supporters

£112,100
Voluntary Income,
this includes
general donations
and Community
Fundraising

£48,500
Was kindly donated
in memory of loved
ones

£41,300
Other income
from charitable
activities

£45,500
Raised through
our Charity
Shop

£110,500
Was raised through
our events. Highlights
include our:
Open Gardens,
Great North Run and
The B Festival

£123,400
Grants from Trusts
and Foundations

£39,800
Was raised through
Statutory funding.

£22,200
Our local Business
Friends who continue
to play an invaluable
role in fundraising
and awareness

£2,600
Investment
Income

Grants year to March 2017 *Thank you!*

- Albert Hunt Trust • Alnwick Town Council • Annandale Charitable Trust • Barbour Foundation
- Catherine Cookson Trust • Community Foundation: Carr-Ellison Charitable Trust
- Community Foundation: Jane Robertson Alnwick Fund • Community Foundation:P & G Fund
- Community Foundation: Roland Cookson • Community Foundation: Northern Angel Fund for Berwick'
- Cowen Family Trust • E C Graham Charitable Settlement • Falloden Charitable Trust
- Francis Winham Foundation • Freemasons Grand Charity • Garfield Weston Foundation
- H B Allen Charitable Trust • Hadrian Trust • Hedley Denton Charitable Trust • The Henfry Charitable Trust
- Hospital of God at Greatham • Hugonin Family Trust • The Burgage Holders of Alnmouth Common Ltd
- Institute of our Lady of Mercy • JGW Patterson Foundation • Joicey Trust • Joseph Strong Frazer Trust
- Liddell-Simpson Charitable Trust • North East Promenaders Against Cancer • P F Charitable Trust
- Roy & Pixie Baker Charitable Trust • Sir James Knott Trust • SMB Charitable Trust • Souter Charitable Trust
- Sylvia & Colin Shepherd Charitable Trust • Thomas J Horne Memorial Trust • W A Handley
- 1989 Willan Charitable Trust • William Leech Charity • Screwfix Foundation



Graphic Design & Print
Display Boards & Signage

01665 713 899
sales@cmd-print.uk

Command Print Ltd - Unit 16A, Coquet
Enterprise Park, Amble, NE65 0PE

Our Hospice at Home

Did you know...

- We provide care and support for adults who wish to be looked after in their own home rather than in hospital.
- Our Hospice at Home is available to adults living in North Northumberland, who have been diagnosed with a life-limiting condition, such as: Heart Failure, Lung and Heart Disease, Motor Neurone Disease, Parkinson's Disease and Cancer.
- We provide support for families and carers by 'giving them a break', whether it's day or night...planned or in a crisis situation. We provide a team of skilled and experienced health care assistants who can work flexibly day or night to fit in with your needs.
- We provide arrangements for a rapid discharge from hospital to your home.
- We provide end of life care.
- No previous contact with the hospice is necessary and you do not need a GP referral and all our services are **FREE OF CHARGE**.



If you would like a copy of our Hospice at Home brochure or would like to speak to one of our clinical team, please call us on: **01665 606 515**, or email: enquiries@hospicecare-nn.org.uk



Become a HospiceCare Friend

If you would like to support us by donating something every month, we would be absolutely thrilled. It costs £25 per hour to deliver our Hospice at Home, so any regular donation, however small would be so greatly appreciated. You can use our FRIENDS application form inside this magazine, or if you want to chat it through please call Rebecca Taylor at the hospice on: **01665 606 515**.

If you would like a copy of our Hospice at Home brochure, please call us on: **01665 606 515**



SUMMER MUSIC FESTIVAL

FRIDAY 25TH AUGUST



Our Local Sponsors This Year



Pattinson ... people who know property. Launched by Keith Pattinson on 4th July 1977 in Newcastle upon Tyne we have grown from one office with one man selling three properties to twenty nine offices across the North East with around 200 members of staff.

We provide a full range of property services: residential and commercial, sales and lettings as well as surveys, conveyancing, auction, mortgages and property maintenance



Specialising in unique weddings, private parties and corporate events, Newton Hall is a luxury hotel at the heart of Northumberland's spectacular coastline – a place of fun and fantasy, love and laughter. Just an hour north of Newcastle-upon-Tyne and 90 minutes south of Edinburgh, we're a quirky, rambling 18th Century Northumberland house - The only Bold, Romantic and Fantastical venue in the North of England"



Bamburgh based Web Authors, who created and donated our fabulous BFest website believe that your website is your most important form of non-contact marketing. It's the starting point for your customers' relationship with you; the website content, its design, your message and how it is delivered will form the basis of their opinions. Getting all these right will move you ahead of most of your competition. Starting with your business

and your objectives, Web Authors will help you get them right! Let us design, refresh and realise your website aspirations.



Established in 1981, Northumbria Coast & Country Cottages are Northumberland's largest independent holiday letting agency, benefitting from key sales offices in the popular tourist destinations of Alnmouth and Seahouses. With a selection of over 490 holiday cottages in prime locations, they're the ideal choice for your holiday in Northumberland.

HospiceCare: www.hospicecare-nn.org.uk. Telephone: 01665 606 515
Event Organiser: Rebecca Taylor: email: rtaylor@hospicecare-nn.org.uk