

Spring 2021



Spring News from your local Hospice



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Cover image: David, a patient
at Cottage Hospice
Photo credit: Gaius Mitchell



Receive Hospice News by email

We also send Hospice News by email. If you would prefer to receive Hospice News in this way please do let us know by:

- Adding your email address to the 'Sign up for Hospice News' link on our website, hospiceintheweald.org.uk
- Contacting Tor Edwards – Head of Communications on 01892 820502 or tor.edwards@hospiceintheweald.org.uk

By ensuring that you receive Hospice News in the way that is best for you, you are also helping us to be more cost effective with our communications.

Thank you for supporting the Hospice, we look forward to keeping in touch.

Tor Edwards – Head of Communications

We are committed to minimising our impact on the environment and so both Hospice News and the plastic it is delivered in are recyclable.

Cautious Optimism

Rob Woolley, Chief Executive

This edition of Hospice News comes at a time of continued change. As we come out of what is hopefully the final 'lockdown' and restrictions on social distancing slowly reduce, it seems this Spring is a time for cautious optimism.

I wrote in a previous edition of Hospice News that the impact of a lockdown is similar to the experiences of a patient facing terminal illness; we have all been unable to do what we want to do, because of something outside of our control. As this burden is reduced for us and we regain our 'freedoms', I ask you please not to leave those patients facing terminal illness ignored.

Our staff and volunteers have worked tirelessly beneath their masks and PPE, helping families continue to celebrate life despite all that is going on in the world around them. There are so many examples of this in the 'a day at the Hospice' on page 4, and the stories in this edition of Hospice News – Alison on page 6, and Kate on page 12.

Our staff and volunteers have worked tirelessly beneath their masks and PPE, helping families continue to celebrate life despite all that is going on in the world around them.



Rob Woolley, CEO

Last week I received a letter from the family of a patient who sadly died recently. His family were able to visit him on the Ward and have a small birthday party. Despite this being one of the most difficult times for their family, they were able to have a small celebration and share some laughter. To be delivering this level of care in the midst of a pandemic is something to be proud of, and is only possible because of your support, so please do share in our pride.

In this edition of Hospice News, we suggest some ways in which you can be a Hospice Hero this Spring. It is often said that getting outdoors is good for us, and after a long winter of lockdowns, I hope you will enjoy these activities and help us raise money at the same time. I do worry that our fundraising income will take a long time to recover, but I am cautiously optimistic that with the generosity of people in this community it will return.



Hospice in the Weald, Maidstone Road,
Pembury, Tunbridge Wells, Kent TN2 4TA
www.hospiceintheweald.org.uk



Registered Charity No. 280276



A day at the Hospice

We follow Darren, a Hospice Nurse, during a typical day at the Hospice.

7:45

Having done my rapid COVID test at home, I arrive at the Hospice and go to the Changing Room, put my uniform on and head up to the Ward. I change my face covering and put on a mask as I enter the Ward. I say hello to the team and catch up on anything I need to know that's gone on during the night.

8:00

I attend the daily handover meeting from the staff who have worked last night, updating us on how all the patients are doing, any new patients who have come in or are coming in, and anything else to note. Teamwork is a vital part of my job, and I love how quickly the team have made me welcome.

8:30

I don my PPE and see one of our patients who is staying in the Wadhurst room, catch up with them to see how they're feeling, issue medication and do some basic checks. She needs some help to set up a video call to her grandchildren today, so we agree what time to do this and I check her phone is on charge, ready for later.

10:00

Now, I'm heading in to support a patient with a memory work session. In the session, we make little fingerprints for the patient's family to keep and treasure. She also makes a voice recording for her family.

Sometimes new patients can be a bit worried and not know what to expect, but we're always able to put them at ease.



Darren shares a typical day at the Hospice

11:00

A patient's son arrives to visit and he asks me how she's doing. We have a quick chat, and then he goes to spend time with his mum.

11:15

We check in on patients regularly and are never too far away if needed. A patient has pushed their call button, so I head in to see what we can do for them.

12:00

It's nearly lunchtime. Although not all of our patients will have meals, for those who do it's a really important part of the day. Mealtimes set a routine, and can be shared with loved ones. Even for patients eating a very small amount, it can be important. We've had family dinners, birthday parties, afternoon teas, garden picnics and more on the Ward in the past!

13:30

As lunchtime on the Ward is done, I head for my lunch. We stagger our break times so that someone is always on hand for patients and families. At the moment we have a larger break room to help us all spread out too.

14:00

I'm getting a room ready for a new patient. We have new patients joining us all the time on the Ward and it's important that they have everything they need once they arrive, to help them feel like they're in a good place. Sometimes new patients can be a bit worried and not know what to expect, but we're always able to put them at ease.



Communication and teamwork are vital on the In-Patient Ward

Please note this photograph was taken before the COVID pandemic, when social distancing was not required.

14:30

I take a phone call from the parent of a patient, asking if he can bring her dog in when he visits later. Pets are so important to many people and it feels great to be able to say yes.

15:00

We usually have more visitors in the afternoon and early evening. It's always nice to see patients spending time with those who are important to them and I don't think the Hospice would be the same without it.

19:45

It's almost time for me to get ready to go home now. Before I leave, I'll hand over any information for the team working overnight, and do some final checks to make sure everything is in order. Because of COVID, I also change out of my uniform at the Hospice and leave it to be laundered.

If you or someone you love needs Hospice care, phone **01892 820515** or visit hospiceintheweald.org.uk



Alison's story

*Granddaughters Georgie and Hannah
with Janet and Alison*

Alison Drury first experienced Hospice care when her two close friends and her sister-in-law were all cared for at the Hospice. Sarah Drury shared her story from the In-Patient Ward in 2020, and at the time, Alison visited her regularly.

At the same time Alison was supporting her Mum, Janet, whose Alzheimer's was progressively getting worse.

"Since diagnosis in 2015, Mum was never in denial, she was fighting all the way. Mum had an eye removed due to melanoma, but it didn't stop her being a whirlwind of activity. She was an active gardener, dancer, swimmer, and 'taxi driver' for friends who needed to get to their many social clubs. However, last January it became obvious she was struggling living alone and we organised carers to help in the daytime. Then, when all her clubs and activities stopped due to COVID, we had to increase the carer support. I was also going in every morning and evening.

Lockdown and masks increased Mum's confusion and she deteriorated rapidly. By September 2020 she became physically unwell, but it was difficult for her to express how she felt. Scans showed that, unfortunately, the eye cancer had spread to her liver.

The GP put us in touch with Hospice in the Weald and the lovely Hannie David came to assess Mum and suggested the new Cottage Hospice at Five Ashes might be perfect, as we weren't sure how long we had. We knew we needed more help to care for mum, but we really didn't want a nursing home as we probably would never have been able to visit mum in the midst of the pandemic.

We couldn't have asked for a more welcoming, supportive, and homely environment – even more important in this COVID-restrictive world.

The thought of that was terrifying. Being at Cottage Hospice meant we were together, which is just the most important thing."

Bittersweet circumstances, where Alison had been made redundant, afforded her the time to accompany Janet to the Cottage Hospice and they both moved in on 1st December.

"Mum didn't know where we were going. I tried to explain it as a nice break where I could look after her but with the extra support of the lovely nurses. The room was perfect, like a hotel suite, with two proper beds, a large bathroom, sofa, table and chairs, fridge and patio doors overlooking gardens and fields. I really thought we might be there for a few weeks and on the first day I wrote all my Christmas cards and set up my computer so I could look for work while Mum slept. I even rearranged the furniture to suit us. I hadn't realised how weary I had become over the previous twelve months and, after a couple of fitful nights where Mum was very agitated, the staff suggested I use one of the guest rooms while they took it in turns to watch Mum. That was bliss, and I was much more rested and better able to devote my time to Mum, catnapping when possible."

Janet's granddaughters, Hannah and Georgie, were able to visit, bringing their work with them, while also getting meals from the kitchen, doing the laundry and allowing Alison to catch some sleep. When it was

obvious that Janet was close to the end of her life, they also stayed over.

"I'm amazed at how the girls coped with the experience but being there for Grandma (and me) has empowered us to realise what we're capable of. I admit I was nervous at what would be expected of me, but the staff were so sweet and encouraging and never pushed me to do anything I wasn't comfortable with.

We couldn't have asked for a more welcoming, supportive, and homely environment – even more important in this COVID-restrictive world. I would like to name and thank all the team, but I would hate to miss anyone out – they know who they are – and I wouldn't hesitate in recommending the Cottage Hospice to anyone that might not be sure."



*Janet, young at heart, at Nidd Hall,
Yorkshire in March 2020*

Be a Hospice Hero!

As we re-emerge from lockdown, we're asking you to be a Hospice Hero this Spring!

The Hospice nurses have been the unsung Heroes throughout the pandemic and so this Spring we are asking you to be a hero of a different kind – a Hospice Hero. Will you take on a fundraising task, great or small, and help us raise money to ensure Hospice care is always here for everyone who may need it.

There are hundreds of ways to fundraise. Here are some ideas to get you off to a flying start – simply pick a fundraiser that suits you, and become a Hospice Hero today.

Get Active – Challenge yourself to walk or cycle with family or friends. Cover 10K in a week, plan your routes, and fundraise as you go.

Get Cooking – Challenge colleagues, friends and family to create the tastiest meals and photograph them before rating each others plates by donating for your favourite! Who will be the winner?!

Get Running – The Hospice run is back! Dust off your running shoes and download the training plan, found on our website! Encourage friends to donate as you train. Sign up on our website or see page 14.

Get Creative – the fundraising possibilities are endless. Design your own fundraiser to fit your skills or hobbies. For ideas and support, visit our website.



Visit our Open Gardens

With 20 beautiful gardens on the list, can you visit them all?

For more fundraising inspiration, and to start your own, visit hospiceintheweald.org.uk

Every penny you raise will help ensure everyone who needs Hospice care will always get that care.

Let us know what you'll be doing using #HospiceHeroes

Your support has meant that local families have been able to access Hospice care throughout the pandemic. Kate is a Hospice Hero taking on the London Marathon this year. Here she explains why:

“The Hospice cared for my Dad two years ago, and made sure he received the best possible care. After my Dad's death, our whole family was offered counselling services for free, which I personally made great use of. In my last year at University, I was struggling to manage my grief whilst completing my finals and applying for jobs. My counsellor, Joanne, always made time for me: providing

me with resources and advice, but also helping me to accept my pain and allow myself to grieve. I would not have made it through that time without her.”

“Above all, I want to raise money to say thank you to this fantastic charity and for all they have done for my family.”

You can read more about Kate's story on page 12. Join Kate and be a Hospice Hero this spring! Pick an activity, and complete the donation form attached to let us know what you'll be up to.

Share your fantastic fundraising using #HospiceHeroes



Step 3: Your Details

Title	First Name
Surname	
Address	
	Postcode
Telephone	
Email	
Date of birth	

☐ If you have supplied your email address please tick here to confirm that you are happy for us to use this to communicate with you.

Thank you for supplying us with your contact details. By choosing to make a donation, we believe you have a Legitimate Interest in hearing more about the work of Hospice in the Weald, and we will use your data to keep you up to date. At any time you can manage your preferences by visiting our website: 'Our Supporter Promise'; by phoning or writing to us using the contact details overleaf.

Step 4: Gift Aid it

Gift Aid is a simple way to increase the value of your donation to Hospice in the Weald, at no extra cost to you. If you are a UK taxpayer, Hospice in the Weald can reclaim the basic rate tax (25%) on your donation. If you donate £20.00 using Gift Aid, this is worth £25.00 to Hospice in the Weald.

giftaid it

☐ Please tick the box and sign below.

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

Signature	Date
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Please complete these details and send the form to: **Hospice in the Weald, Fundraising Department, Maidstone Road, Pembury, Tunbridge Wells, TN2 4TA** or use the envelope enclosed in this newsletter.

I am a Hospice Hero!

Step 1: I am completing

I am completing activity this spring

Step 2: Type of Donation

One-off Gift

I wish to make a gift of ☐ £20 ☐ £35 ☐ £50 ☐ Other £

from my debit/credit card

Type of card	
Name on card	
Card number	
Start date	Expiry date
Issue number	Security code
<small>(if applicable)</small>	<small>(this is the last 3 digits printed on the back of the card on the signature strip)</small>

Regular Gift via Direct Debit

I would like to make a ☐ monthly ☐ quarterly ☐ yearly

donation of: ☐ £5 ☐ £10 ☐ £20 ☐ Other £

Paying by Direct Debit helps to keep our costs down and means more of your money goes directly to the Hospice.



Please complete these details

Instruction to your bank or building society to pay by Direct Debit

To the Manager <small>(Bank/building society)</small>	
Address	
Postcode	
Name of account holder	

Sort code --

Bank/building society account number

Instructions to your bank or building society
Please pay Hospice in the Weald Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Hospice in the Weald and, if so, details will be passed electronically to my bank/building society.

Signature(s)	Date
--------------	------

Banks and building societies may not accept Direct Debit instructions from some types of account

Cheque I enclose a cheque for £

Please make payable to Hospice in the Weald and attach to this completed form and post to: Fundraising department, Hospice in the Weald, Maidstone Road, Pembury, Kent, TN2 4TA

Our Services

Our Services

Our Five Services support patients and those important to them across the local community. It’s a common misconception that patients are only cared for in in-patient settings, or that family members can’t access counselling. Here, information about all Five Services is set out.

Cottage Hospice

Cottage Hospice is for patients at the end of life who wish to continue to have their loved ones close to them. Cottage Hospice enables patients to continue to be cared for by their loved ones, in a supportive environment. There are 10 patient rooms with space for family caregivers to stay. Hospice Nurses, Paramedics and volunteers are on hand to help, 24/7. Whilst many patients initially prefer to stay at home, the challenges of managing end of life care often require more space and support than families can provide. During the COVID pandemic, Cottage Hospice has been kept as a COVID-free site to keep patients safe.



Hospice Outreach Service

You may know Hospice Outreach Service as the previous ‘Hospice in the Home’. The Service has been renamed to better reflect all the care and support it offers; for patients in their own homes but also in Hospital, in care homes, and at Hospice appointments. The care provided is far more than just that in someone’s home.

‘Hospice in the Home’ meant the Service was confused with the Services provided by a care agency. Hospice Outreach Service doesn’t provide personal care, but it does provide so much more; advice regarding symptom management including pain, guidance around Advance Care Planning and

emotional support – which you would never get from a care agency.

Finally, the Hospice cares for more and more patients each year. We support people in the last year of their life. Sadly, some people don’t access our care until much later than that. Outreach is about reaching out to more people who need us as early as possible during that last year of life, making sure patients are in a good place, getting the care they need at the time they need it. It’s about getting the best possible Hospice care to everyone who needs it.

The In-Patient Ward

The In-Patient Ward at Pembury cares for patients at the end of life and also for symptom control. There are 15 rooms, with Doctors, Nurses and Hospice Paramedics on hand at all times. Some patients come in for symptom control and return home again, under the care of the Hospice Outreach Service. The Ward has no restrictions on visiting hours which means loved ones (and pets) can visit at any time of the day or night. During the pandemic, the Ward has cared safely for both COVID-positive and negative patients.



Counselling and Support Services

Patients and those important to them can access Counselling support, which helps them come to terms with everything from their diagnosis or their symptoms, through to bereavement. Terminal illness brings about a huge number of difficult decisions and conversations, and counselling can support patients or those important to them through these. The Service also provides support for parents in speaking to children and young people about terminal illness and bereavement, and a number of support

mechanisms for bereaved families. During COVID, counselling sessions have been held via telephone or video call, and have been made available to any local person bereaved by COVID – not just families linked to the Hospice.

Hospice Day Service

Hospice Day Service empowers and enables patients and their loved ones to set goals. Being diagnosed with, or coping with terminal illness, leaves people feeling disempowered – with little control over what they can and can’t do. Hospice Day Service supports patients and their loved ones in regaining some of this sense of self by setting personalised goals. This might be to be able to walk the length of the Hospice gardens, to participate in a yoga session, to create a memory box, or to be well enough to attend a family meal at home. Patients are supported in achieving whatever they may choose.

During the COVID pandemic Hospice Day Service will remain temporarily closed, with phone call support and digital activities for patients and families. Patients will remain supported by Hospice Outreach Service during this time too.



If you or someone you love needs Hospice care, please get in touch by phoning **01892 820515** or visit **hospiceintheweald.org.uk**



Kate's story

Kate is running the London Marathon in memory of her Dad, Stephen. Here she shares why...

"Running the London Marathon to raise money for Hospice in the Weald is a huge privilege, and something that I will cherish for the rest of my life.

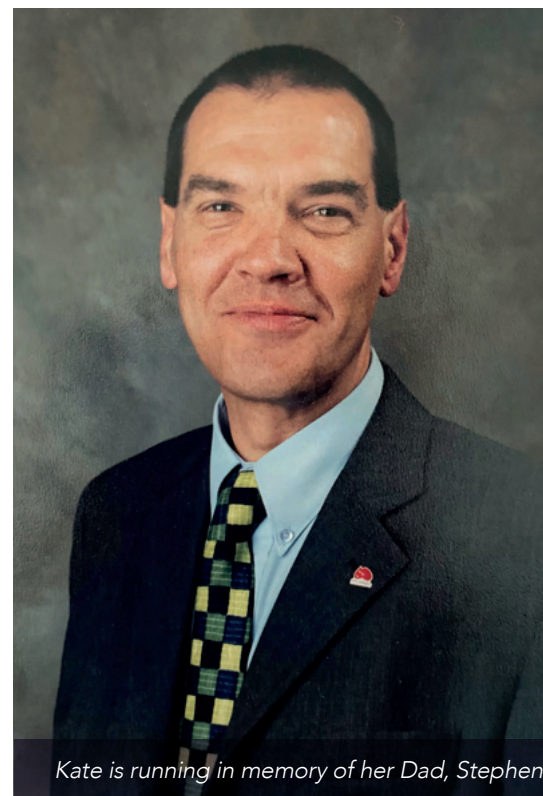
Two years ago, my Dad was admitted to the Hospice as an end of life patient. It was undoubtedly going to be an extremely challenging and painful time. I didn't fully appreciate how lucky we were to have the Hospice and all its incredible facilities until afterwards.

Dad had been visiting the Hospice for a year or so before he died, making the most of the services offered. All year he benefitted from counselling, art therapy, massage, reflexology; the list goes on! These incredible

resources were invaluable to Dad: they allowed him to talk about his fears and worries about dying in a safe environment. His counsellor was just brilliant. She was unreservedly kind and understanding, even making time to visit him when he was an In-Patient and needed it the most.

After his death, our whole family was offered counselling services for free, which I personally made great use of. In my last year at University, I was struggling to manage my grief whilst completing my finals and applying for jobs. My counsellor, Joanne, always made time for me: providing me with resources and advice, but also helping me to accept my pain and allow myself to grieve. I would not have made it through that time without her.

The way that Dad was cared for whilst he was in the Hospice changed my life. He had been in and out of hospitals since I was 12 years old and as a result, clinical environments terrified me. I thought the Hospice would be the same. Instead, Dad spent his last days in a beautiful setting, with access to a peaceful garden straight out of his room. Volunteers played his favourite Bob Dylan songs on the guitar for him, provided fresh flowers for his room and offered massages, Reiki and refreshments at any time. My whole perspective on what it means to care for someone changed. I was inspired by the team of Hospice staff, who saw Dad as a person, not a problem; listening and responding to his requests and our anxious queries.



Kate is running in memory of her Dad, Stephen

"I am running the London Marathon not just in memory of my Dad, but for all the patients and families whose lives would undoubtedly be much worse off without the Hospice."

After Dad died, I decided that I wanted to look for a job that helped make clinical environments a better place for patients and families. I took up a position working for an NHS hospital charity for a year before deciding to become a healthcare assistant. I now work in a community nursing team for Kent Community NHS Foundation Trust. I visit many end of life patients who have also been supported by the Hospice in one way or another.

I am working towards studying postgraduate medicine and dedicating my career to healthcare. I know that the experiences I had in the Hospice will shape my future career in a very significant way. I am determined to raise as much money as possible to ensure that people like my Dad, and families like mine, can have the same support as we did. I am running the London Marathon not just in memory of my Dad, but for all the patients and families whose lives would undoubtedly be much worse off without the Hospice.

Above all, I want to raise this money to say thank you to this fantastic charity and for all they have done for my family."

Take on a fundraising activity and become a Hospice Hero like Kate this Spring. For more information, see page 8.

Open Gardens

This spring and summer, over 20 private gardens will be generously opened up to the public to enjoy some of the finest blooms across Kent & East Sussex.

There are beautiful new gardens in the calendar for you to enjoy, along with popular favourites such as Long Barn. For the full list of gardens open this spring, and to buy your tickets, visit hospiceintheweald.org.uk

A special thank you to Coolings, our sponsor

The safety and wellbeing of our supporters and participants remains our highest priority. All fundraising events will follow the latest government guidance, including social distancing. You can find more information on our website, hospiceintheweald.org.uk.

and to Sussex Country Gardener, Chilstone, for their support of Hospice in the Weald's Open Gardens 2021.

For more information about Open Gardens please contact Kathryn Cracknell on **01892 820533** or kathryncracknell@hospiceintheweald.org.uk or visit hospiceintheweald.org.uk to buy your tickets.



Hospice Run Sunday 19th September 2021

We all need something to look forward to right now, so why not set yourself a challenge and sign up to take part in our 5K and 10K Hospice Run this September?

Run, celebrate and fundraise this September.

To sign up visit hospiceintheweald.org.uk or contact Aimee Frost, Relationship Fundraising Manager on **01892 820533** or aimee.frost@hospiceintheweald.org.uk

Saturday 16th October 2021

The Starlight Stroll will be back to help bring us all together this year! The beautiful 6 mile route, starting from the Hospice in Pembury and threading through Dunorlan Park, is the perfect candle-lit evening stroll. Take part with friends or family, in memory of your loved one. Watch out for more information on hospiceintheweald.org.uk

**Starlight
STROLL**

Look at all you've done!

Thank you to all of our wonderful supporters – for more fundraising inspiration, and to become a Hospice Hero, visit page 8!



Thank you to **Aurora & Bertie** for taking on their 2000km Challenge. They've taken on the challenge in memory of Aurora's Grandad who was supported by the Hospice. The challenge includes running, walking, cycling and rowing 2000km and they've set a deadline of the 20th June, to finish on what would have been Grandad's birthday. The pair are well on their way to their distance and fundraising targets, so thank you!

A huge thank you and well-done to 18-year-old **Lauren-Rose** who raised an amazing £1,730! Lauren-Rose reached out to her friends and family via Facebook to raise money in loving memory of her grandad, Barry Marshall. Barry was not only a grandad to Lauren-Rose but also her best friend, he never failed to make her smile. We are extremely grateful to Lauren-Rose and all those who donated.



Thank you to **Hazel**! Pictured in the replica famous patchwork cardigan that she knitted, Hazel raised an impressive £1300 by raffling it off in aid of the Hospice.

Thank you to all our **wonderful supporters** who have supported our Stitch a Stocking and Knit a Chick Campaigns this year. Collectively you knitted 1100 stockings as well as all of the Easter Chicks and Knitted friends!



Thank you to **Philpots Allotment** who hosted a famous Tiger just before Christmas. We're grateful to have received £700 donated from the sale of Christmas Trees and from visitors taking photos with the tiger.

To become a Hospice Hero like these supporters, see page 8, or visit hospiceintheweald.org.uk



Challenge Yourself

Sunday 19th September 2021

Starting from the Lower Cricket Ground
Tunbridge Wells



Choose
between
5K and 10K
routes



Sign up now

Visit hospiceintheweald.org.uk or contact
Aimee Frost, Relationship Fundraising
Assistant on **01892 820547**