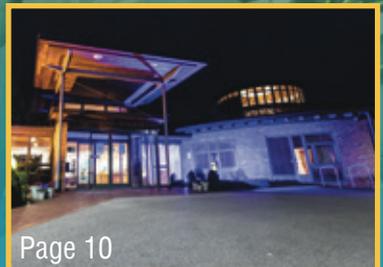




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# One extraordinary year

**It has been a year since we entered the first lockdown and I am reflecting on what can only be described as an extraordinary year, where the world changed in the face of a global pandemic. It has undoubtedly been a year of challenge and uncertainty, the likes of which we have never seen before, and one where our care has never been more needed.**

This time last year we were full of exciting plans to celebrate our 35th anniversary. Then, overnight, we were faced with the immediate closure of all our shops and either the cancellation or postponement of our planned

fundraising events. We had to reduce the numbers of people coming into the Hospice in order to protect the most vulnerable patients and this meant



taking the tough decision to stop our volunteers helping and implement restricted visiting for patients for the first time in our history.

Little did we know then that, one year on, we would have endured three lockdowns and still be living with social distancing restrictions!

Our clinical teams have been on the frontline of the COVID-19 response throughout the pandemic and I have been overwhelmed at what they have sustained during this past year. We have provided care to more patients and families than we have ever done before, through both our in-patient and Hospice@Home services. Our team of bereavement support volunteers have continued to provide support and advice to hundreds of people who have been bereaved during this year.

In addition to our clinical teams on the frontline, our support services, such as our human resources, IT and finance teams, have got to grips with new ways of working with many of them working from home and remotely for the first time ever. Our housekeeping team, supported by facilities colleagues, have done an amazing job being on the frontline of managing cleanliness

and infection prevention. I have been so proud of our retail and income generation teams who have juggled being furloughed for periods of time with coming up with innovative ways to raise funds. We have launched many new initiatives such as our eBay shop and regular giving mail campaigns as a way of generating much needed income during this time.

Never have I been prouder of the team of staff who work at the Hospice. They have faced whatever has been thrown at them with compassion, understanding and commitment. I'm also proud of how we have adapted and innovated as a Hospice. We have developed new clinical services including our Single Point of Coordination Service with York Teaching Hospital NHS Foundation Trust, our Homeless Palliative Care Service, with national charity Changing Lives, and our Bereavement Support Line. More people, even the most vulnerable in society, can now access our care and support.

None of this could have been possible without you, our supporters, and I want to thank you for the generosity and support you have shown us in this toughest of years. I am truly grateful and humbled as I appreciate it hasn't been an easy year for any of us.

Now, with the start of the lockdown restrictions easing and the vaccination roll out progressing at a pace, we are looking towards the future. Yes, there is uncertainty around the long-term impact of COVID-19 on us all, but we are committed to making St Leonard's Hospice fit for the future so that as many people as possible can benefit from our care.

During this most challenging of years we have continued to respond to the needs of patients and their families and now, as I look to the future, I am certain that with your unwavering support and continued generosity St Leonards Hospice will be here for the next 35 years.

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# A timeline of memories

Here we take a look at some key Hospice moments over the past year.

## March

As we headed into the first lockdown, our first COVID-19 fundraising campaign, **#Unite+Protect**, launched. This was one of several campaigns which focused on activities people could do to support us at home and also foster a sense of community. Overall, we raised over £100,000, generating vital funds at a time when we really needed them.

## April

Both our **IPU** and **Hospice@Home** teams see themselves on the frontline, delivering a coordinated response to the pandemic. They had to get used to caring in PPE, showing that there is still the same loving care behind the masks.



## May

We joined forces with **North Yorkshire Police** in the weekly Clap for Carers.

## June

We begin the phased reopening of our charity shops with our Acomb and Ousegate shops being the first to open to local shoppers.



## July

Our **Rainbow of Ribbons** go up at the Hospice, Selby Abbey and Easingwold Market Place. This year's campaign has been the most successful and poignant so far with many people dedicating ribbons in memory of loved ones who have died during the pandemic.



## August

We managed to enjoy some summer fun. Patients and staff at the Hospice were treated to a special ice cream delivery from Grahams Ices Ltd.



## September

We were thrilled to be awarded with a **'Lockdown Heroes' Blue Plaque** from York Civic Trust. This was in recognition of the hard work and dedication of our staff during the pandemic.

## October

Our virtual **It's Not the Midnight Walk** took place over the first weekend of October. Socially distanced groups of superheroes hit the streets of York and beyond on what was the wettest weekend of the year!



## November

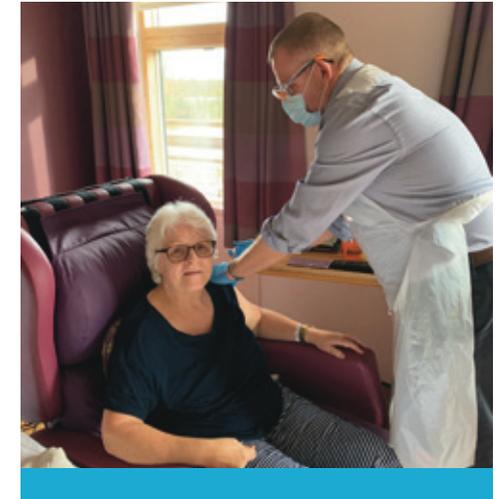
Our **Bereavement Support Team** attended York Minster's **'Day to Remember'** to support those whose loved ones have died during the year.

## December

Our first ever **virtual Light Up a Life service**, filmed in Selby Abbey, streamed to thousands.

## January

A New Year bought with it a new lockdown but also some hope with the roll out of the COVID-19 vaccination. Our Hospice clinical teams and vulnerable frontline staff started to receive their first vaccination, along with our IPU patients.



## February

The Hospice plays a starring role on **BBC Look North** showing the impact the pandemic has had on Hospices across the Yorkshire region and how our care has never been more needed.

# One Hospice - stories from our staff

## **Helen Galloway, Matron**

“The pandemic has been a strange and challenging year for us all. From my perspective, my role has changed numerous times over the year. I took on the management of the PPE sourcing and stocking which has been a real revelation because, being a nurse, I have never had to deal with that side of things before. Meeting external people to say thank you to them for the donations, all this was new, it was wonderful but challenging.”

## **Charlotte Hoban, Complex Care Coordinator**

Charlotte was working as a staff nurse in the In-Patient Unit when the pandemic started in March 2020.

“We weren’t expecting anything like that – it’s been unprecedented. It was really hard to change the way that we nursed in terms of relatives not being able to come in and not able to have that personal contact, even not being able to express through your face. I think it makes it really hard for the patients to feel comfortable with you. We are so used to using our facial expressions to help break that barrier. But I think we did as well as we could do with it and trying to give that Hospice care in a different way. It was a massive learning curve for all of us.”

After working in IPU, Charlotte moved to the Hospice@Home team then in November, Charlotte got the role of Complex Care Coordinator, working between the Hospice and the charity, Changing Lives. In her role, Charlotte is now working with homeless people in York to try to reduce inequalities in end of life care.

## **Jade Marshall, Deputy Sister, Hospice@Home**

“We’ve seen a massive increase in the demand for our services in the last year. People, now more than ever, are choosing to die at home. So we have been supporting an increased number of patients to be able to do that. It has presented many challenges along the way. It is a very different dynamic when you are invited into someone’s home. You are very aware that you are in their environment and it feels quite different to being in a hospital or in-patient area. We were presented with the challenges of wearing masks and goggles which meant the patients couldn’t see the smile behind the mask. Ordinarily, we would be able to put a hand on a relatives shoulder to provide some comfort but suddenly we were social distancing and could no longer do that.

And equally, with colleagues you want to hug somebody at the end of a shift. That has been particularly hard, the whole year has been hard, it has been a challenge to find new ways to support each other and provide comfort to patients and their families.”

## **Susan Farr, Acomb Shop Manager**

Susan was the manager of the Sherburn shop before it was closed due to the pandemic. Susan has been redeployed into various roles in the Hospice.

“When the third lockdown came, I was asked if I wanted to help out with housekeeping in the Hospice. I didn’t know how I would feel going in to work on the In-Patient Unit, the people who work there have been so nice to us. It has been a very steep learning curve but I have found it absolutely amazing. Working on the IPU when patients can’t have visitors in, and going in and cleaning and having a chat to them, I feel it has made me look at things totally differently now. I have always been driven and enjoyed my job at St Leonard’s but now I have seen first-hand what happens on the unit, I feel like when I go back to my normal job I am going to be so much more driven to make money for these patients.”

## **Dominic Spurr, Retail Facilities Coordinator**

Dom’s usual job is to look after the maintenance and upkeep of our shops. Dom was involved in getting the shops compliant with COVID-19 social distancing regulations, such as putting up screens. In the first lockdown, Dom was redeployed to work in facilities within the Hospice before going on to support the housekeeping team in the third lockdown.

“It was nice to work in the Hospice for a change and get to know the people and the structure of the Hospice. I knew it was going to be hard work - I used muscles I haven’t used before! I slept well because you work hard. I knew we did good work here but when you are actually part of that and seeing the work that is involved on a daily basis it is enlightening. I walked into a lady’s room and the first thing she did was pass me a bowl of sick, I cleared that away and as the week progressed we had a good laugh together and they got her pain under control and she was then well enough to go home which was lovely to see. At times, working in IPU was emotional; you see the whole spectrum of end of life care.”

# One Year On - a time to remember

To mark the first anniversary of lockdown (23 March) we launched our One Year On campaign to give people the chance to reflect on what happened in the past year.



Our Matron, Helen, really enjoyed looking through some of your memories.

Here are a few of the memories our community shared with us.

Sierra Harvey sent us this fabulous picture of her and her family on the doorstep of their home in Woodthorpe, York.



Jill Roberts showed how the last 12 months have been a positive time for her family with the birth of two grandchildren, Stanley and Jesse.

Our volunteer, Elaine, shared her story with us:

“When the lockdown was announced, my volunteer role was suspended. I was in the shielding category so this last year has meant adjustments; I really missed my freedom. I soon realised I had to be positive and make the best of this time. I did a lot of baking, gardening, painting and many jigsaws.”



Emily Sissons was determined to get married, despite the challenges of the pandemic and she wed her husband, Dan in August 2020. The family shared a wonderful day, including a fish and chip reception in the back garden. Sadly, Emily’s dad, Les, found out his cancer diagnosis was terminal just a few days before the wedding and he was cared for by the Hospice. She said:

“The care my dad had in the last weeks was outstanding. It meant a lot that we could go visit him every day and take him out in the gardens in his wheelchair. We are so thankful to the Hospice, especially the nurse who was with us in the final moments.”



A time to remember

# The anniversary of lockdown



**We marked the first anniversary of the national lockdown with a series of events at the Hospice. It was a day to spend time reflecting on how emotional and challenging the year has been for everyone.**

A special time capsule of lockdown memories was buried in the Hospice's grounds by our Chief Executive, Emma Johnson, and Chair of Trustees, David Dickson. It contained poems, PPE,

pictures and a letter to the Hospice's future CEO and will be opened again on 23 March 2055; our 70th anniversary year.



including the city walls, Mansion House, the roof of York Hospital, West Offices, University of York, York St John University, St Edward The Confessor Church, St Peter's School, the 'Tent of Hope' at the regional COVID-19 vaccination centre and Selby Abbey.

While it was a very poignant day it was also a day to feel proud and hopeful for the future.



We also led a light up event with some of our key partners across the city. The Hospice's grounds were lit up in blue and yellow along with key landmarks



# Collaborative care

**A brand new service born out of the pandemic is our Single Point of Coordination Service. Recognising the increased demand for end of life care services in the community, as a result of the COVID-19 crisis, our Hospice@Home team joined forces with York Teaching Hospital's Community Specialist Palliative Care team to develop a service that can rapidly respond to patient and family needs and provide an exceptionally high level of care.**

Based at the Hospice, the service operates from 8am to midnight and consists of clinical nurse specialists, senior and deputy sisters, registered nurses, health care assistants and an administration and clinical triage team. In its first month of operation, at the height of the pandemic, the combined service supported more than 115 patients in their own homes.

**“...a great example of teams putting aside organisational boundaries to meet the needs of patients...”**

**Jenny Brandom, Director of Clinical Services at St Leonard's** said:

“I am immensely proud of what this joint team has done in responding to and coordinating end of life care for patients. Bringing two highly skilled teams together from different organisations means that we can provide a service to patients and families in their home environment.”

**Steve Reed, Head of Community Services at York Teaching Hospital NHS Foundation Trust**, said:

“This is a great example of teams putting aside organisational boundaries to meet the needs of patients during a difficult and challenging time. They continue to collaborate with wider health and care teams across the community to deliver great palliative care to local people.”



Extension for Community Healthcare Outcomes

Scarborough, Ryedale and Vale of York

## Project ECHO proves a success in the pandemic

**A year since we launched online learning platform, Project ECHO, it has proven to be invaluable to many care home providers in the area.**

Using video conferencing technology, ECHO creates a community of practice where specialists and non-specialists can learn from one another, through sharing best practice and accessing case-based learning.

Working closely with colleagues at St Catherine's Hospice in Scarborough, St Leonard's has used this approach to deliver tailored programmes of palliative and end of life training to care home staff across Scarborough, Ryedale and the Vale of York.

During the pandemic the ECHO team has supported both the Vale of York and North Yorkshire CCGs in providing vital support to care providers. The project delivered 60 individual sessions on topics ranging from the use of PPE and

COVID-19 testing to unconscious bias and advanced care planning. Over 200 individuals signed up to the learning.

Chris Charters, Project Echo Manager at St Leonard's Hospice said:

“We wanted to give care home staff on the frontline the opportunity to learn from each other. We have had such positive feedback with many people saying they prefer this form of online learning, as they find classroom environments overwhelming.”

A member of staff in a North Yorkshire care home added:

“We are a small independent care home. Sometimes it feels like it's just us. Hearing from other care home staff during these challenging times has been really helpful.”

# Memories of mum

Recognising that Mother's Day can be a difficult time for many, we created a limited edition rose gold leaf for our Memory Tree for people to dedicate to their mums or someone special.

Casey, dedicated a rose gold Memory Tree leaf to her mum, Glenda, who was looked after both in the Hospice and by the Hospice@Home team at the end of her life. She felt dedicating a leaf was a fitting tribute both to her mum and also a thank you to all the Hospice staff who cared for her.



homes during this time are selfless. I got to see what a difference St Leonard's makes. You become friends - thank you."

Since the photo was taken, we are pleased to share that Casey has given birth to a baby girl, her fifth child and her first daughter.

For further information on our Memory Tree contact: [amanda.taylor@stleonardshospice.nhs.uk](mailto:amanda.taylor@stleonardshospice.nhs.uk) or visit our website.



She said: "This means the world to us. Mum loved trees so this is a perfect tribute. It is somewhere we can come and have a moment to remember her. Mum would have been pleased. We've met some amazing, lovely people over the last few months. It really made a difference to mum. We could see what a difference it made to her when the Hospice stepped in with her care - she was positive. It made me feel less pressured and reassured that she was OK."

Casey's partner, Marc, added: "This is very heartfelt for me. Those staff who are prepared to go into people's

# Sharing the love

This Valentine's Day we asked our social media followers what they most love about St Leonard's and we were so overwhelmed by the amazing comments we decided to create our very own love heart with them! We couldn't provide the care we do without your support so **THANK YOU!**

The care, support, patience and dignity that is given to the patients as well as the families is unreal. The environment is calming and safe. You also host super fundraisers.

Kind caring and the best possible care and love for those not able to be at home. **Feeling safe. Patients and their families are at the heart of everything you do and receive personalised care in a compassionate environment. You are amazing, fantastic and wonderful people. You made my dad's final days fun, you treated him with respect and love. We will always be eternally grateful for everything you did. Thank you from the bottom of my heart.** The bereavement care staff and volunteers. So calm, caring and understanding. Guided me through the grieving process at my own time with such a gentle hand. I don't know where I'd be now without them. Eternally grateful. **Outstanding, holistic care for all by all. Compassion. Everything and more. The Sunflower Centre is such a lovely, warm, welcoming place full of wonderfully caring people who cannot to enough for you. Such care and attention to everyone. Everyone matters, so all staff are prepared to go the extra mile to provide special care at a time when you can't afford to get it wrong. Everything. Angels on earth all of you, I will never be able to thank you all enough for the care, love, support you gave to my late father and late mother in law and our family you're all amazing. Not anything I say that was wrong they made us very welcome they looked after my husband more than well enough not to much trouble for them lovely end of life they gave him. When you enter you feel like you've been wrapped in a warm hug, the whole family is loved and cared for and allowed to be a family again not carers. You provide calmness and compassion at the darkest of times. There when you need them. The respect that is given to people who are facing end of life care, so they can maintain their dignity. All your staff are amazing.**

So friendly and caring. The hospice at home team are amazing. The way they cared for my husband as a person, not just a patient in his final days was amazing and the upmost respect they gave him will stay with me forever. **Not enough words but a truly wonderful team who are so kind, caring and compassionate to the whole family not just the patient which really makes a difference at such a difficult time. Thank you for all you do.**

# Riser Recliner Chairs appeal reaches the target

**You may remember that in the December 2020 St Leonard's Hospice Review we reported on the campaign to buy twenty new Riser Recliner Chairs for the In-Patient Unit.**

Thanks to a generous grant from the Sylvia and Colin Shepherd Charitable Trust we have now reached our target. A big round of applause to all of the funders that have supported the purchase of the chairs!

Our staff and patients are so grateful as the new Riser Recliner Chairs make a very big difference to the comfort and wellbeing of our patients. In addition, they are easy for our wonderful staff to clean and maintain.

We are also pleased to be able to report that the majority of the old chairs have been re-homed.



The support of Charitable Trusts and Foundations such as the Sylvia and Colin Shepherd Charitable Trust forms an important and integral part of our annual income generation. We greatly appreciate the generous support given, not just to St Leonard's Hospice, but to all of the local, regional and national charities operating in many different spheres tackling a whole host of social issues.

# Plant the seed... plan to give

**This month will see the launch of our second legacy awareness campaign. Gifts in Wills play a fundamental part in the funding of patient care here at St Leonard's and really do make a difference – one in every four patients' care is funded by a legacy donation.**

During the campaign we will be offering you the opportunity to receive a free legacy pack with more information on how to leave a gift in your Will. The pack will include your own sunflowers seeds enabling you to 'plant the seed' in your own gardens and enjoy watching them grow.

An important part of our legacy awareness campaign is our Make a Will Month in October. During this month we see local solicitors come together to support us by donating their time to offer will writing services in exchange for a donation to St Leonard's. April will see us featuring some of our

participating solicitors, who will be sharing with us their stories and reasons for taking part and supporting their local Hospice.

To receive a legacy pack or if you would like further information on gifts in Wills, please contact Kathryn or Amanda at [legacies@stleonardshospice.nhs.uk](mailto:legacies@stleonardshospice.nhs.uk) or call on **01904 777 777**.

Any donation, however big or small, that is included in a Will makes a significant difference to us here at St Leonard's; it ensures we can continue to keep serving the local community in years to come.



# Hooray for eBay!

**Our shop on eBay has proved very popular since its launch during the second lockdown last November. People are certainly loving being able to purchase our preloved finds online!**

We have had some very interesting lots including a unique 'Bully Boy' cut out, signed by legendary local band, Shed Seven, which raised £254.81.



Bully Boy is the cover of the Shed Seven single of the same name, released in 1996, and features local man, David Heron. David made the cut-out for a York City match when COVID-19 restrictions prevented fans from being in the stands. The band signed it and decided to put it up for auction on our eBay shop after David, plus Shed Seven band members, Rick Witter and Alan Leach, all had family members cared for by the Hospice.

Last month our eBay shop also played host to our popular Vintage Fair. Lockdown restrictions prevented it taking place in its usual venue, our Ousegate shop in Selby

There were 124 lots of vintage and retro bargains with people logging in just after midnight on the day of the event to secure their favourite items. The online event proved a great success with thousands of pounds raised!



# Hello to York Mix

**It's great to have our friends, Ben and Laura back on air at their new station York Mix. They have been fantastic supporters over the years, getting involved in many events and fundraising initiatives.**

Already this year they have raised £730 for the Hospice with their 'Tunes for a

**Tenner'** campaign and we want to thank them for their continued support. If you haven't already done so, give them a listen!

They are also hosting the Accumulator Challenge, the Midnight Walk and the St Leonard's Ball this year.



 YorkMix radio [yorkmix.com/radio](http://yorkmix.com/radio)

# Our super supporters



We continue to be amazed by everyone's fundraising efforts and kind gifts and donations. Here are a few of our heroes from the past few months.

Ben and his friends ran and cycled an incredible total of 23 miles, between Strensall and Castle Howard, to raise just over £2,500, in memory of Ben's mum Gina.

Fenwick York donated a tasty hamper with £1,100 worth of goodies.



Neil Hart and the team at York Angling promotions raised a whopping £5,069.44 through several events including a lockdown draw and fishing matches.

We received a lovely unexpected gift from the wife of a patient who wished to express her thanks for caring for her husband. She sent us a diffuser for other patients to enjoy.



York Golf Club has spent the last year raising money for us through various initiatives including a sunflower growing competition and calendar. Overall it has raised over £14,000!

Our IPU and Hospice@Home team thoroughly enjoyed these tasty treats gifted by Cake Girl. They certainly made their Sunday!



# Events excitement

With the lockdown restrictions starting to ease we are excited that our fundraising events are starting again (with all relevant restrictions in place).

Here are a few dates for your diary.

23 May - Plant Sale - at the Hospice

26 June - Midnight Walk - starting at York College

18 September - Challenge Walk - Brontë Country

6 November - The St Leonard's Ball -  
York Racecourse

**Midnight  
Walk  
2021**

St Leonard's  
**Ball**  
2021



For further information on these events contact Sarah or Katie in the fundraising team via email: [sarah.atkinson@stleonardshospice.nhs.uk](mailto:sarah.atkinson@stleonardshospice.nhs.uk) or [katie.ayrton@stleonardshospice.nhs.uk](mailto:katie.ayrton@stleonardshospice.nhs.uk) or call 01904 777 777.

# Let us be your reason to run

**York 10k**, Sunday 1 August

**Yorkshire 10 mile**, Sunday 17 October

**Yorkshire Marathon**, Sunday 17 October



**Book your place now!**

[stleonardshospice.org.uk](http://stleonardshospice.org.uk) 01904 777 777

# St Leonard's Ball 2021

Saturday 6 November  
York Racecourse

Join us for a night of glamour, entertainment and fundraising.

For more information, or to book your tickets

**stleonardshospice.org.uk**

or call the Fundraising Team on **01904 777 777**



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