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Reaching more people with our care

As Director of Clinical Services, Jenny Brandom is our new Deputy Chief Executive at St Leonard's Hospice. Formerly working in the Nursing and Quality team as Deputy Executive Nurse at NHS Vale of York Clinical Commissioning Group, Jenny was only six months into her role at the Hospice when COVID-19 hit. She is responsible as Registered Manager for ensuring that we maintain our outstanding care. Now, as we move out of the pandemic, she is very much focused on how we can provide care to more people, in line with the Hospice's strategic direction.

“Friday 27 March 2020 is a day that is etched in my mind. It was the day when we were expected to lead the COVID-19 response, as the local leading end of life care provider in the community. The first wave was imminent and we quickly had to think on our feet and innovate. It was clear we had to think differently as an increasing number of patients wanted to receive St Leonard's care at home, so they could remain with their families.

Bringing end of life care specialists from across the community together, with our Hospice@Home team

partnering with York Hospital's specialist community palliative care team, enabled us to rapidly respond to patient and family needs. At the same time, our Single Point of Coordination Service was born – a service that continues to grow. The team now manages an average of 50 calls a day.

I am so proud of how services have worked together and were so flexible, supporting each other to respond to the challenge of ensuring we remain responsive to patient and family needs. We cared for more patients, both in the Hospice and in our community, than we have ever done before, keeping our services safe whilst knowing COVID-19 was affecting us all both personally and professionally.

The pandemic has certainly fuelled our ambition to provide more care to more people. Helen Galloway and Ally Skelton, as Matrons, will support the leadership of this ambition across all clinical services.

Our bereavement team is continuing to respond to the needs of the local population and our family therapy and spiritual care teams are supporting

patients and families with their expert insight. Our wider therapy teams are also continuing to provide tailored rehabilitation to patients.

None of this would be possible without the continued generosity from you, our supporters. On behalf of our clinical teams, patients and families, thank you. We have never needed you more as we look to the future, growing our services to give even more people access to our care.

We are continuing to work as one Hospice to support our patients and families and I am immensely grateful to everyone for their ongoing commitment.”



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Meet our new Outreach Matron



This picture of Ally was taken in 2020

Ally Skelton is a familiar face at St Leonard's. She has worked at the Hospice for six years, most recently as Hospice@Home Senior Sister. She has now taken on the pivotal new role of Outreach Matron, responsible for the Hospice@Home, Single Point of Coordination, Complex Care, Family Care, Bereavement Support and Day Care services.

“The role was created as a result of experiencing the unprecedented challenges we faced in response to the pandemic. My key focus is to ensure that St Leonard's Hospice remains and grows as lead provider of end of life care across the Vale of York, with emphasis on meeting the needs of our diverse local community.

We want to reach as many people as possible, ensuring patient experience and safety is of the highest quality.

My role will require working closely with local partners to understand the challenges and needs of patients and families across the community, in order to influence the experience of as many people as possible

requiring palliative and end of life care.

My aims and ambitions over the next 12 months include working closely with the Director of Clinical Services and the clinical teams to effectively plan and influence delivery of the Hospice strategy, supporting our recovery from the COVID-19 pandemic. I plan to review the lessons learnt over the previous 12 months and engage with key partners to ensure the continuation and development of safe and effective care delivery.

Another important part of this role for me is to support staff with their wellbeing and development, acting as a senior point of contact to support with mentoring and coaching.

I am really proud to work for St Leonard's Hospice, which leads the way as an outstanding organisation. I am privileged to be part of the team. The Hospice's care and commitment to the community is both admirable and distinguished.”

Graham is diving right in to support the Hospice

Graham has set himself a swim challenge this summer in memory of his late wife, Jane. She was cared for by the Hospice@Home team before she died at home, with Graham by her side, in August 2020, aged 52 - 20 years and 9 days after the couple first met.

Graham stopped swimming in 2017, when Jane became ill, but has decided to return to the pool - albeit this time an 8ft pool in his garden - to raise funds for St Leonard's. He aims to swim one hour non-stop tethered to a bungee rope, which will enable him to swim in his newly purchased garden pool.

This is quite a challenge for Graham, who confesses to not being a confident swimmer. "I've done sponsored runs but never anything water-based, so this is a real challenge for me," he says.

Graham was keen to raise money for the Hospice as a thank you to all the team who helped him look after Jane after her wish to remain at home.

Jane first became ill on Christmas Day 2017. "She was in so much pain I had to call an ambulance. We thought she was having a heart attack but it turned out to be fractured ribs," Graham remembers. In February 2018, Jane was diagnosed

with breast cancer, which had spread to her bones. She was given various treatments, including a drug trial which Graham feels extended her life.

Hospice@Home became involved in Jane's care when Graham could no longer cope caring for her alone.

"They were a fantastic support, providing the vital link between the various services including the district nurses and the hospital. I could always rely on the Hospice@Home team as they are such specialists in dealing with people with a terminal illness.

They were always there for me and nothing was too much trouble. I remember them contacting the hospital team on my behalf and advising me on how to put an extra pain relief patch on Jane's arm when she needed it."

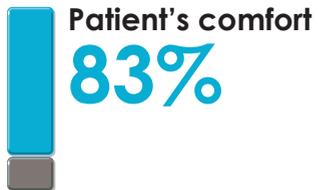
The Hospice@Home team were involved in Jane's care for two months but as Graham explains, "it is the intensity, not the time that is relevant - one day feels like a month when you are in this situation. I can't thank them enough."

We wish Graham lots of luck in his summer challenge!



Our care is amazing!

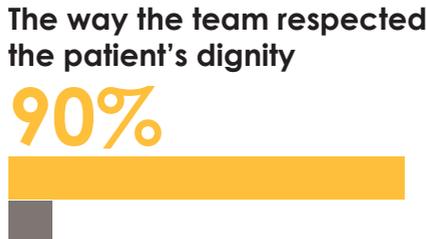
Each year, the Association for Palliative Medicine publishes its FAMCARE Report. This looks at how satisfied bereaved relatives are with UK hospices' in-patient services. We wanted to share with you the percentage of relatives who were very satisfied with our services last year, with St Leonard's scoring well above the national average in the majority of categories.



"The care given at this awful time was wonderful."



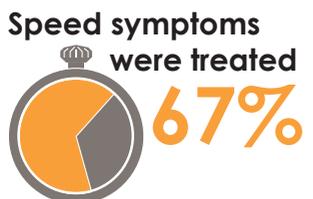
"We, as a family, were kindly treated...a perfect end to a long life."



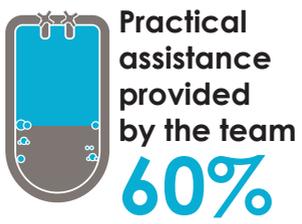
"As a family we were very impressed. Keep up the good work!"

"Excellent communication with all the staff... cannot thank the team enough."

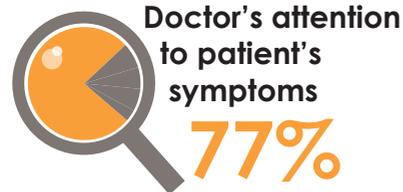
"We were very happy to know that there are places in York like this."



"The nursing staff were lovely. The Hospice room clean and comfortable."



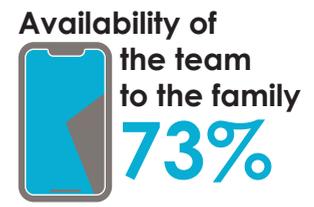
"I can't express how wonderful the care of my husband and the consideration given to myself and my family was...very experienced and special angels..."



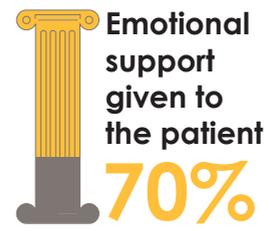
"All the staff were excellent, they gave care and consideration... friendly attention and a chat, which was much appreciated."

"...eternally grateful for the superb service you gave."

"The Hospice is a wonderful place... thank you for your kind work."



"Lovely place. The team were outstanding in their care and consideration... great empathy and understanding... going the extra mile."

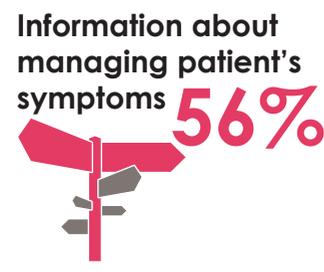


"Both the Hospice@Home team and In-patient Unit were outstanding in every respect."

"The team were excellent...the support they gave to me and my girls was also excellent."

"...an oasis of calm... treated with the utmost dignity and respect. I felt secure and valued..."

"My husband could not have had better care and attention if he'd been royalty... staff were excellent and very helpful."



"Well done to all the team, receptionists, cleaners, gardeners, carers, kitchen staff and doctors all doing a great job."



Rainbow of Ribbons, Alistair's story

"We are all joined together by invisible threads. Some stay strong, some weaken, some get knotted and twisted and others break."

Each year, Jean dedicates a ribbon for our Rainbow of Ribbons in memory of her son, Alistair Douglas Carr, who was cared for by the Hospice before his death in 2013.

Jean and her husband, Ken, live in Wales and have been unable to travel to York in recent years to see the rainbows. Instead, each year they receive a red ribbon to dedicate to Alistair.

"The Rainbow of Ribbons has kept our bright red thread to Alistair intact, which has meant that we have not lost that connection to him." said Jean.

Alistair's family chose a red ribbon because of his love of Barnsley Football Club - red and white being their team colours - and because;

"Alistair was always the spark of light that lit up any gathering he was part of, whether with family, with his many friends and colleagues or with folk he had just met."



*In loving memory of Alistair Douglas Carr.
28/1/1970 - 1/4/2013*

Alistair was cared for in the Hospice in December 2012 before spending Christmas at home with his wife, Jenny, where Jean and Ken joined them. In January 2013, Alistair and Jenny returned to St Leonard's where Alistair spent most of the next three months. Jenny stayed with Alistair throughout this time and a bed was brought into his room so that she could be comfortable at night.

Jean added:

"Everything that could be done to make their last weeks together as

good as possible was done, and Jenny was looked after just as much as Alistair. I remember we were both offered hand massages - bliss - as I, too, spent most of the last month with them, as did many others of his family.

Jenny and I bade him farewell in the company of two night staff nurses on April 1 2013. A man of delicious wit had the last word and chose his passing day with care.

Members of the team have responded to my letters and helped me to watch the online Light up a Life service - this is all part of the care and ethos that is spread throughout the Hospice and beyond. It brings so much comfort. We miss our visits and the quiet moments in the Sanctuary, but our red ribbon shows we are still part of the St Leonard's family and they are certainly part of ours."

Our seven vibrant rainbows are now shining across the region, all filled with personal dedications to close friends and family. They are at the Hospice,

Easingwold Market Place, Selby Abbey plus brand new locations; Helmsley Walled Garden, Museum Gardens, All Saints' Church, Pavement, York and St Martin's Church, Coney Street, York.

There is still time to dedicate a ribbon to remember or celebrate someone special. You can do this at any of the seven locations, via our website or by calling the fundraising team on **01904 777 777**.

The Rainbow of Ribbons in Museum Gardens on the railings behind St Olave's Church, near the old bowling green.



Every life matters

Our care is not just limited to the Hospice and people's homes; we are passionate about giving everyone in our community access to our excellent care and support. We are currently working with national charity, Changing Lives, to initiate a ground-breaking palliative and end of life care project for homeless or vulnerably housed people.

Homelessness is a term to describe people who are rough sleeping, living in a hostel, supported living accommodation, sofa surfing or experiencing other difficult circumstances. An abstract from the Hospice UK conference 2021 shared that people experiencing homelessness have the worst health outcomes in society, with the least access to services. People living in such circumstances often have complex physical and mental health needs. Many die 30 years before the general population because they do not have access to good care.

Charlotte is our Complex Care Coordinator and her role is to reduce the inequalities in access to palliative care for people experiencing homelessness. Part of her remit is to upskill staff and facilitate a closer working relationship

between the palliative care and the homelessness sectors in the region. She is currently delivering training to other service providers working with people experiencing homelessness. She is helping them to recognise deterioration and the support available for people with advanced ill health. Here she shares a story of how she is supporting a vulnerable patient with housing.

“Malcolm (name changed for confidentiality) is 57 years old. He has recently been diagnosed with cancer, hepatitis B and chronic obstructive pulmonary disease. Malcolm is a care leaver and has a history of substance misuse, rough sleeping and mental health problems. He moved into his council property from a hostel 20 years ago. As Malcolm's physical health problems began, he found it harder to maintain his living environment. The only consistent support Malcolm had was from his work in the drug and alcohol team (which I now realise is not uncommon). When the drug and alcohol team were concerned that he had cancer, they referred him to the hospital but he did not attend

any of his appointments. Malcolm became so weak that he was unable to get out of bed and his mental health deteriorated as he prepared himself to die, alone, in his flat. However, through assertive outreach instigated by the drug and alcohol team, Malcolm was supported to go into hospital. They were shocked at the conditions that Malcolm had been living in.

Malcolm was in the hospital for four months. Before being discharged the housing management officer



arranged to change the locks, as Malcolm had lost his keys, and organised a deep clean of the flat to provide safe living environment for when he returned. He was transferred to the Hospice for symptom management and support with his complex social issues. He was assessed by our team and it was felt that he could not safely return to his upstairs property due to reduced mobility.

I supported Malcolm to apply for rehousing. His application was contested by housing registration, as they had a hospital assessment that stated Malcolm was able to walk up two flights of stairs with no assistance. Unfortunately, this has become the main barrier to getting Malcolm rehoused. I am continuing to pursue a suitable tenancy for Malcolm who, after over four months in a healthcare environment, just wants to get home safely. I strongly believe that if housing and health services could work collaboratively with people experiencing homelessness, this would facilitate a more holistic approach with better outcomes.”

St Leonard's Lottery turns 18!



This summer, the St Leonard's Lottery is 18! Since 2003, the lottery has raised more than £6 million for the Hospice. It is a much-needed income stream to help us continue to provide our high-quality care to our community.

The family of the late Mary Rowsby play our lottery to thank the Hospice for how we cared for Mary before her death from oesophageal cancer in June 2018. Mary's husband, Brian, and her niece, Lesley, both enter the weekly draw.

"It is our way of helping to keep the doors open for all who may need St Leonard's," said Lesley.

The family all felt the Hospice gave Mary a sense of peace, knowing that her loved ones didn't need to worry about her care.

Lesley adds:

"She felt so spoilt and pampered, which I don't think is something she had really ever experienced before. This was one of the best things about the Hospice for me, to see how happy Mary was. I could tell she felt special.

As a relative, one of the most important things about the Hospice was the knowledge that I could visit at any time. The door was always

open and the greeting was always the same, delivered with such warmth and welcome. It was a small thing but it meant so much to me.

I remember, after Mary died, having to go and collect her belongings. The nurse was so kind and gentle. It made a very difficult moment incredibly easy."

Every lottery number entered into the weekly draw plays a part in someone's story, whether it is a patient receiving complementary therapy, a relative being supported by our social workers, or a child making a memory box for their loved one.

For more information on how to play visit stleonardshospice.org.uk



Mary with her husband, Brian, and two granddaughters.



Our Hospice@Home nurses would like to thank all those who have supported St Leonard's Lottery over the years, who together have raised vital funds for the Hospice.

Meet our new Trustee, Khushbu Goulden



We are very lucky to be supported by an exceptional Board of Trustees who volunteer their time and expertise for free.

Our Trustees come from a wide range of backgrounds. Not only do they provide the Hospice with strategic leadership, but they also ensure we are providing the best possible care and developing our services to meet the growing needs of our community.

We are delighted to welcome Khushbu Goulden to the Board. Khushbu, who lives in York, has very close links to St Leonard's. Her sister in law, Natalie, was cared for by the Hospice in 2018. She was only 30 years old when she died.

Khushbu said:

"I'd never had first-hand experience of a Hospice so I was struck by how amazing the care was. Everything they did for Nat was incredible, even allowing her sister's dog to come for a visit.

When my job brought me to York in the summer of 2020, I really wanted to give back to the Hospice,

especially with my background in healthcare. It was obvious to me to reach out to see how I could best volunteer."

She originally started working with the Hospice in January 2021, as a co-opted member of the Service Development Committee, before being appointed as a Board member last month.

Originally Indian, born and raised in Spain, Khushbu has lived in the UK for the past 16 years. She graduated from Kings College, London, with a BSc (hons) in Medical Biochemistry and then went on to get her Masters in International Health Management at Imperial College, London. She also took a Postgraduate Diploma in Health Economics at York University.

She has gone on to gain a wealth of experience in both the public and private healthcare sectors, working at organisations including the World Health Organisation, NHS, National Institute for Health and Care Excellence and KPMG, where she was a management consultant. Khushbu currently works in a commercial role at GSK, the pharmaceutical company.

"I am passionate about healthcare and see myself as a future bridge

between stakeholders that work for patients.

I am not afraid to challenge organisational and cultural boundaries to help organisations innovate and ensure they are fit for the future."

Married with one child and a baby on the way, Khushbu enjoys painting and board games in her spare time. She is also a keen SCUBA diver. As with her work, she is not afraid to take on new challenges in her personal life. She once signed up for the Paris Marathon, only giving herself three months to train for it having never run before! She ran to support an education charity for girls in India.

She also was part of 'Team Nat' who tackled the UK Three Peaks Challenge in memory of Natalie, helping to raise more than £30,000 for the Hospice.

Khushbu is now excited to be taking on her fresh challenge as a St Leonard's Trustee.

"It's amazing! I am so honoured to be on the Board of such a fantastic organisation. It's a great feeling knowing I will be helping make decisions to support the future growth of the Hospice, giving even more people the opportunity to access its amazing care and support."



Team Nat tackling the Three Peaks Challenge

Meet our new social worker, John

John joined the Hospice as a social worker in May 2021. He is part of the social work, bereavement support and spiritual care team at the Hospice. The team does vital work with patients and families, helping them to look at what their practical, psychological and emotional needs are.



An important part of John's work is helping people to talk about how their illness is affecting them and assist them in adjusting to the changes illness brings, and normalising these changes. He says: "What we do here is make it OK to be upset. You can never take away the pain of the loss of somebody, but you can make it better than it could have been. We help patients to have conversations with loved ones and give them a place to feel safe to be upset, helping them to talk about how they're feeling and what's important to them."

Another part of John's role is Advanced Care Planning. This includes helping people to decide what sort of care they want in the future and who they want to

be involved in their care. He helps patients document this so GPs, medical teams, friends and family know what their wishes are. He also helps people with lasting powers of attorney, a simple Will, or support to get legal advice.

John has worked as a palliative care social worker for 22 years. He joins the

St Leonard's team from St Catherine's Hospice in Scarborough and decided to make the move after the COVID-19 pandemic prompted changes in how social and health care services engage with local communities.

He adds: "When this role came up, it felt like a good opportunity to be part of my local community. I'm really enjoying it so far. Working with a multi-disciplinary team, you have physios, doctors, nurses, occupational therapists, spiritual care. There is such a breadth of knowledge at your disposal. It feels like you can address so many needs and worries that people have. It is great to work with, and learn from them, and be able to collaborate – I love it!"

Supporting development

As a Hospice we pride ourselves in supporting development, in particular helping people who want to advance their careers in the organisation or helping those who want to pursue careers in health and social care get on-the-job experience.

Casey (16) is the youngest colleague to join the St Leonard's Hospice team. She is currently studying health and social care and has joined our housekeeping team as a bank worker to assist her studies.

"I thought it would be good to see what health and social care is like in real life, not just on paper. It has allowed me to see what it is really like to work somewhere like this and put the class theory to life. Coming to work at the Hospice has definitely been a growth experience for me. It was hard at first as it was all new and quite emotional, but I have found it really insightful and helpful to my studies.



The support the housekeeping team has given me has been amazing. Everyone has helped me settle in. "



Where does your money go?

Every donation helps support the Hospice, and the services we provide for terminally ill people and those with life-limiting illnesses, from bereavement support for families to our In-patient Unit and Hospice@Home service.

£25 helps give local families the gift of comfort, dignity and time together through our Hospice@Home service.

£50 helps our bereavement support service provide the listening ear so needed by those grieving the death of a loved one.

£100 helps patients stay pain free, and supported by experts in relieving stress and anxiety through patient care.

Donate now at stleonardshospice.org.uk/donate/

Smoothie operator!

These are not your average smoothies, these are St Leonard's Hospice smoothies, specially created for our patients by our catering manager, Joanne.

As part of Nutrition and Hydration Week, Joanne used our Project ECHO learning programme to share with other care providers across the region how she turns both savoury and sweet meals into smoothies to help patients enjoy the food they like.

From cottage pie, fish and chips, to fruits of the forest, she makes smoothies to suit every patient's taste.

Food intake and enjoyment can be a challenge for patients in palliative care but Joanne has found that using smoothies has enabled many patients to enjoy the food they like, with many progressing from not eating at all to enjoying solid food, dependant on their illness.

She said: "It is really nice when a patient or family member tells us that they weren't eating but, after trying the smoothies, now they are - it is really rewarding knowing you made a difference. You can't change the illness but you can adapt and do what you can to enable patients to enjoy their food again."



Why not give this smoothie recipe a try?

St Leonard's Triple Berry Smoothie

2 Servings

Prep time: 5 minutes

Total time: 5 minutes

Ingredients:

- 1 banana
- Large handful strawberries
- Large handful frozen blackberries, plus more for garnish
- Large handful frozen raspberries
- 1/4 cup almond milk
- 1/2 cup Greek yoghurt

Directions

1. In a blender, combine all ingredients and blend until smooth.
2. Divide between two cups and top with blackberries, if desired.

Enjoy!

A lasting legacy

Recently, we were overwhelmed and humbled to hear of a very generous legacy left to St Leonard's by a patient.

We are sure that many gifts in Wills are prompted by the care provided by our dedicated teams, but we don't often know the reason why. It is therefore really special to have just a small insight into the story behind the donation.

Our benefactor received a lot of help and support from all the Hospice teams. This included help with 'Advanced Care Planning' – that is making his future wishes and preferences, such as his funeral plans, known and documented. He was a quiet man who had led a quiet life, living and working in York. He enjoyed being cared for by St Leonard's and appreciated the phone calls which kept him in touch during lockdown. Most of all he particularly enjoyed the delicious food provided by our talented kitchen staff.

We recently created a special sunflower garden at the Hospice as thank you to supporters who have left a gift to St Leonard's in their Wills.

Local legacy pledgers, Roy and Liz, our housekeeper, were the first to plant their sunflower seeds during National Gardening Week.

If you would like to find out more about gifts in Wills please visit www.stleonardshospice.org.uk or email legacies@stleonardshospice.nhs.uk for an information pack.



Our Midnight Walk was certainly one 'L' of night for the 400 walkers who took part, hitting the streets of York in an amazing array of 'L' themed fancy dress costumes!



Leprechauns

Mother and daughter, Chez and Rochelle, who are both foster carers, took part in memory of fellow foster carer, Lynne, who was cared for by St Leonard's.

"It's been a horrible year and this is not the sort of thing we do normally but it's a night out for us and it's great fun."



Ladybirds

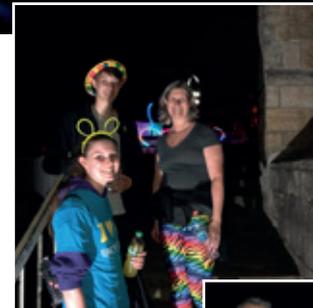
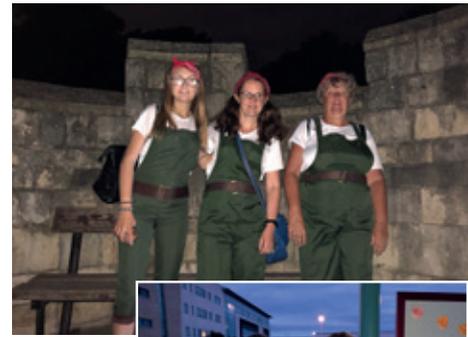
Ladybirds Sarah and Rachel donned their costumes in memory of their friend Kathleen, who died in the Hospice in August 2019.

"St Leonard's made everything easier and Kathleen more comfortable. She was called the dessert lady as she liked the puddings! The facilities are brilliant. I just miss her."

Liverpool fans Julie, and her son Charlie, did the walk in memory of Julie's partner and Charlie's dad, Andy, who died in the Hospice in April 2019.



Liverpool shirts



A huge thank you to everyone who took part.

Calendar of events

July

Rainbow of Ribbons

A colourful display of ribbons celebrating and remembering loved ones.

August

1 York 10K
York Knavesmire, places still available.

27 to **30** Balloon Fiesta
York Knavesmire.

September

18 Challenge Walk
Haworth and the beautiful countryside.

October

17 Yorkshire Marathon
University of York, places still available.

November

6 St Leonard's Ball
York Racecourse

28 Christmas Fair – York RI

For more information about these, and other events, please visit:

www.stleonardshospice.org.uk

...part of the community...



Sophie outside our Fossgate shop.

With over 500 volunteers in over 21 different roles throughout the Hospice, including catering, retail, bereavement and our Board of Trustees. We couldn't carry out the important work we do without their talent and commitment.

We welcome volunteers of all ages and from all walks of life.

Meet Sophie, a volunteer at our Fossgate shop. She started volunteering

for St Leonard's in December 2019 as part of her Silver Duke of Edinburgh Award at the age of 15. She has now moved on to her Gold Award and has become an integral member of our team.

Sophie loves buying preloved clothes for college and finds lots of books to support her English and History A-level courses. She said:

"I really like being part of the thriving community down Fossgate."

To find out more about volunteer opportunities at St Leonard's visit:
stleonardshospice.org.uk/work-with-us/volunteering-at-st-leonards/



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