

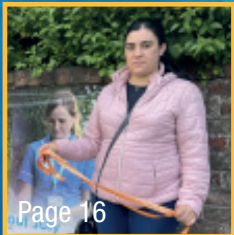
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Welcome to our summer newsletter

I hope you are all having a wonderful summer!

We've certainly had a busy and exciting few months at the Hospice, caring for even more patients and families, welcoming additional new starters and volunteers, plus celebrating the return of some of our popular events including the Summer Fair.



We were also delighted to be rated **Good** by the Care Quality Commission (CQC) following a visit in April, under its new and revised inspection framework for hospices and acute hospitals. The report highlights how we deliver high quality, inclusive, personalised care with a clear focus on putting the individual needs of patients and families first.

Our response to the pandemic and areas of innovation, including our Single Point of Coordination service, which you can learn more about in this newsletter, were also praised.

I hope you enjoy this summer edition where you will read about some of the epic challenges taken on by our fantastic supporters, the growth of our ebay charity shop and a very special visit from an equine duo! Thank you to everyone who shared their stories with us.

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Supporters take on big challenges

It's been an exhilarating summer for our supporters, some of whom have been busy taking on epic challenges to raise funds for us.

Lisa Briggs completed **The Wall**: a 70-mile ultramarathon from Carlisle to Newcastle with a 26-hour time limit. She took on the challenge in memory of her dad, who was cared for by St Leonard's Hospice, before his death in 2016.

Lisa said,

"My dad was diagnosed with cancer and lost his fight on 29 December.

I cannot thank St Leonard's enough for the amazing care they gave to him."

This is the second big challenge Lisa has taken on for the charity, having completed an Ironman Triathlon in 2017. So far, she has raised over £1,000 from her latest event.

stleonardshospice.org.uk/fundraising/lisa-briggs-the-wall/



More big challenges



Friends of Paul Robinson – Jim, Matt and Mike – cycled **coast-to-coast** in memory of Paul's wife, Julie, who died in February 2021.

The cycling trio, who have been friends of Paul since school, said:
“We lost a dear friend in Julie, loving wife of our pal since school.

Julie lost her battle with cancer but not without an incredible, dignified and brave fight. She was an amazing mum to two beautiful children, Seb (now 12) and Elle (now 8).

We wanted to do something that honours Julie's memory and which recognises the tireless, amazing support and care that the staff and carers at St Leonard's showed to Julie, Paul and the kids during the most difficult of times.”

The friends completed the 140-mile ride from Whitehaven to Sunderland on 25 and 26 June to raise money for the Hospice “so they can continue to support families when they need it the most.”

stleonardshospice.org.uk/fundraising/coast-to-coast-for-julie-robbo/

Caroline McGurrian climbed **Croagh Patrick** in County Mayo in Ireland because of the “outstanding dignified care” we gave her husband, Tony, who died in August 2021.

Caroline said:

“As a family, County Mayo means a lot to us. We never made the climb to Croagh Patrick with our gorgeous Tony. He spent more time sipping his pint of Guinness, telling stories and playing his guitar, singing and entertaining the locals. So it's now over to us to continue to entertain the locals by singing our way up the

mountain, sharing memories and raising a Guinness to Tony at the top, at the same time raising money for St Leonard's Hospice.”

Caroline was joined by her sons, Billy and Louis, friends and family, who all successfully climbed the 764-metre mountain together. Caroline expressed her thanks to each of them for joining her on the hike and raising over £4,000.



Horse hugs and special smiles

Patients and staff were thrilled to receive a visit from York Racecourse equine ambassador, Goldream, and his friend Poppy the pony.

Goldream, who is known as Remy, won nearly £600,000 during his racing career and joined the racehorse rehoming and retraining charity New Beginnings after his retirement.

Patients Diane and Josephine, who was joined by her husband and daughter Holly, enjoyed some gentle nuzzles from the pair. Staff got some horse hugs too!

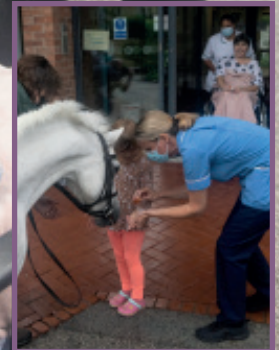


Founders of New Beginnings, Kevin and Pam Atkinson said:

“If we made one person smile that would have been enough, but Remy and Poppy brought lots of smiles to lots of faces. After being an outstanding athlete on the racecourse, it was a very touching experience to see Remy being so quiet, gentle, and caring with people, particularly with those in pain physically or mentally.

The positive impact he had on both Josephine and Diane was clear and it was a very special and memorable day.

I think both horses nearly ate their bodyweight in carrots during their visit – but they both absolutely deserved it!”



A summer of fun

The past couple of months have seen the return of some of our popular fundraising events.

First off, budding gardeners came out in force to bag some floral bargains at our Plant Sale, which took place in our Hospice grounds on **Sunday 22 May**.



On **Saturday 18 June**, hundreds of walkers donned red, white and blue to hit the streets of York for our Jubilee Walk – this year's theme for our much-loved Midnight Walk. Everyone had lots of fun on the 7.5 mile route and particularly enjoyed the free ice creams and bacon butties!



There was fun for all the family at our Summer Fair on **3 July**. Little ones enjoyed a petting zoo, games and a pop up toy shop while adults were treated to a BBQ and prosecco tent.

Overall these events raised nearly £30,000. Thank you to everyone who came along to support us, including our amazing volunteers.



Single Point of Coordination goes from strength to strength



Two years ago, we launched Single Point of Coordination (SPOC). The service is a joint initiative with York Hospital Trust bringing together experts in palliative and end-of-life care from across the community. Initially set up in response to the pandemic to rapidly respond to patient and family needs, it has grown from strength to strength.

To date the team has handled 25,000 calls, with phone calls now averaging 50 per day. In response to this the team has trebled in size, growing from two to six.

SPOC is now an essential phone service providing an exceptionally high level of support. In addition to answering queries and signposting people to key services, including Hospice@Home, the Macmillan Community Palliative Care team, Marie Curie night sit referrals and bereavement support, the team also carries out essential admin tasks including arranging blue

badges and wheelchair referrals. At any one time they are supporting around 250 patients.



Thank you from the bottom of my heart

“I need to express to you my gratitude. Whenever I called because of a concern over my late husband, your responses were always attentive and reassuring. You always did what you said you would do. Thank you for carrying out your frontline role with such sensitivity and kindness. It means a lot to feel such kindness when one is having such a hard time.”

I was able to help them fulfil their wish of him dying at home

Mandy is a Palliative Care Coordinator working in our SPOC team. She previously worked as a Healthcare Assistant in our Hospice@Home team but changed roles in the pandemic, enabling her to utilise skills from previous careers and those gained working in healthcare.

“I worked in our Hospice@Home team for seven years but when COVID hit, due to health reasons, I couldn’t work in a patient-facing role. At the same time SPOC was created. As I previously worked as a mortgage advisor, and in call centres, my skills proved useful in this new role.

At first I thought I would really miss providing that one-to-one support to patients but it was just right. I really like talking to people and feel I can provide support over the phone using my experience from both careers.

I answer the phone primarily, organise things for the Hospice@Home and Macmillan teams and work closely with the running of day-to-day services. It’s great to see how the service has grown.

We answer the phones very quickly and I talk to distressed people, listening to them. Because I’ve been there on a face-to-face level,

I understand the situation more and tend to know what to say.

I had a call from someone on a weekend who was struggling to get her husband home from hospital. She had no idea what was available in the community so I advised what steps she would need to take. Working closely with district nurses and discharge planning at the hospital, her husband ended up being cared for by our Hospice@Home team. I was able to help them fulfil their wish of him dying at home.

My secondment finished in March but I made the decision to stay in this role and realised the phone is something I really enjoy.”



Trisha’s special birthday celebration

Our care is personal, helping patients make the best of their lives and creating treasured memories with loved ones.

We recently helped Trisha, who we cared for on our in-patient unit, celebrate her birthday in style, surrounded by family and friends. Trisha chose to wear her wedding dress for the occasion and enjoyed birthday cake and jelly. She said:

“It was the best day ever.”

Family member, Joanna, added:

“Trisha married her long term partner of 17 years, Robin, in September 2020. She said she felt like a princess on her wedding day and, as she didn’t expect to be here for her birthday this year, she chose to wear her wedding dress for the celebrations.

She felt so special all day. Thank you to all the staff for embracing her dream and making her last birthday so memorable for her and her family.”



Thank you to Joanna for sharing this photo of Trisha

Sunflower Outreach Project launch



We are excited to share news of our Sunflower Outreach Project, led by (L-R) Emma Giles, Outreach Communications and Engagement Lead, Jenny Latchford, Family Support and Outreach Lead, and Charlotte Hoban, Inclusion Health Lead Nurse.

Since the pandemic the landscape and the needs of our community have changed. We are starting a period of engagement, listening to our patients and families in response to the suspension of our Sunflower Centre and how best we move forward with our day care services.

We plan to consult with staff, volunteers, patients, families, referrers, healthcare professionals and others to establish what the needs of the community are, where they are, and how we use our knowledge, expertise, and resource going forward so we can reach more people with our care. This will include looking at how we use our space within the Hospice and in our local communities.

If you are interested in attending the community listening groups we will be arranging, or want to let us know your views, please email outreach@stleonardshospice.nhs.uk

In August 2021, we began to respond to the changing needs in our community, following the pandemic, by running an outreach pilot. Our Family Support Team have been exploring if we could respond in a different way to the needs of patients and their families who are facing living with a life-limiting illness.

We reached out to our community to see if we could help and we received exceptional feedback.

To date, the team has supported over 50 patients and their families. The pilot included offering individual and group carer support, reaching out to a wide range of inclusion groups.

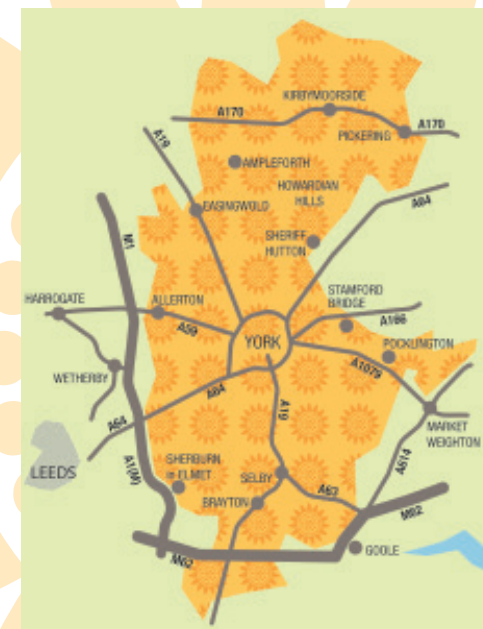
Emma's story

"My husband died in 2014. He was ill for two years before this. We have two children. I cared for him at home and he died in my arms in our makeshift bedroom downstairs in our family home. I was 36 and found the role of carer, widow and single parent a lonely and isolating experience.

At no point was I aware of any hospice services available to us and I live just 13 miles away. I want people to have the support we didn't, so this feels personal.

I hope we can reach more people living with a life-limiting illness and those who love, care and grieve for them."

Did you know that our referral area goes as far as Kirbymoorside, Allerton, Sherburn-in-Elmet and Pocklington?



Shining for someone special

Our Rainbow of Ribbons shone brightly across our communities in July. The ribbons, each bearing a dedication to someone special, were displayed in seven locations: Easingwold Market Place, Selby Abbey, Helmsley Walled Garden, Museum Gardens, All Saints' Church, York, St Martin's Church, York and the Hospice.

There are many reasons why people choose to dedicate a ribbon. It could be to mark a memorable event, to thank or remember someone close to them.

Sisters, Nicola and Valentina, decided to dedicate a ribbon in memory of their father, Paolo, who was cared for in our in-patient unit and died on 27 March this year. It is the first time they have supported this campaign.



They said:

“We decided to be part of Rainbow of Ribbons because we wanted to recognise the amazing job the Hospice does in caring for patients and supporting bereaved families. It means a lot to us to take part in initiatives like this, which allows us to both honour the memory of our father and to be able to support the Hospice so it can carry on its invaluable work in the community.

In very difficult times for our families, it was a relief to know our dad was cared for with such love and attention.”

Make a Will Month makes a return

We'd like to invite you to take part in this year's Make a Will Month which is happening throughout October.

You can have your Will written or updated by one of our participating solicitors in return for a donation towards patient care.

Having a professionally drafted Will is the best way to ensure your wishes are carried out and avoids the stress of coping with any legal complications for your family.

Watch out for more details on our website very soon. In the meantime, if you would like to know more, please contact Amanda Taylor on **01904 777 777** or email amanda.taylor@stleonardshospice.nhs.uk

“My family and I do all we can to support St Leonard's in the present, but I also want to make sure the Hospice is here in the future to help those who may need its special care. So although my husband and I already had Wills, we decided to update them and include a gift to St Leonard's Hospice.” **Liz**



Working with businesses



Recently joining the fundraising team as Partnerships Team Leader is Caitlin Hazell. York based Caitlin joins the team with over twenty years' charity sector experience, building relationships and working with businesses to support charities. She has refreshed the St Leonard's Hospice Business Club offer and is looking for new businesses to join and take advantage of the many benefits on offer.

She says:

“We work with businesses in lots of different ways; one of these is through our Business Club. It is a great way to align your brand with a highly respected local charity at the heart of the community.

By joining our Business Club for £200 for 12 months, you will be helping us to generate sustainable annual income, enabling us to plan for the future. You will meet a variety of like-minded businesses in York and the surrounding area, share information, make business connections and demonstrate your commitment to our charity.”

Other benefits of annual membership include: quarterly member networking meetings in different venues across the



region, Business Club logo to include on your website, promotional material, and other activity to promote your business. Plus, you have the opportunity of priority booking on some events, including the Yorkshire Marathon and St Leonard's Ball.

If you would like more information on joining the Business Club, please call Caitlin Hazell, on **01904 777 767** or email **caitlin.hazell@stleonardshospice.nhs.uk**



The Business Club meeting at the Marriott Hotel, York in July

Celebrating our fantastic volunteers

During National Volunteers Week we celebrated our committed and talented team of volunteers.

They are a much-valued part of our Hospice family, providing support across a wide variety of departments. Some help support patients and families, some assist in administrative roles, others lend a hand in our shops and at events, and some help keep our Hospice gardens looking wonderful.

Lara, our volunteer services manager, said:

“We have a range of roles to suit everybody, from patient-facing to admin-based or in the community.

Whether you’re doing your Duke of Edinburgh, need to volunteer as part of your university course or just want to do something worthwhile with your time – there’s a role for you!”

You can find out more about our current opportunities by visiting stleonardshospice.org.uk/volunteervacancies or calling our volunteer services team on **01904 777 765**

Meet our volunteers

I volunteer alongside my nursing degree

Leon (19) volunteers in our ebay shop, photographing and researching items to list. As part of his nursing degree he must complete 30 hours of enrichment volunteering, which he has chosen to do in our online retail hub, alongside his grandma, Margi.

“I find the role really interesting and love to see all of the unique items that are donated.”



I bought skills from a previous job

Edith began volunteering at the Hospice after her husband, Peter, was cared for by our Hospice@Home team in 2013. Before retiring, she worked in student finance at the University of York and as an NHS facilities manager. She began volunteering as a receptionist at the Hospice, but was encouraged to utilise her past work experience and joined the finance team where she now volunteers fortnightly.

“I get so much out of it. My tasks are varied and interesting and I love working in a team.”



I volunteer to gain new skills

Morgan was keen to pay her time back after her dad was cared for in a hospice in Portsmouth. She wanted to build up her clerical skills and now helps out our medical secretaries as a ward assistant on our in-patient unit.

“As a stay at home mum, I find I can fit volunteering in around my home life. This role is helping me to learn new skills I can take into a new job when I return to work.”



ebay shop success

It's been nearly two years since our ebay shop launched and it is certainly proving a popular site for pre-loved bargain hunters.

Last year it generated £57,000 in sales and is on course to make even more this year.

The online operation was set up in September by ebay Coordinator, Helen. In July 2021, she was joined by ebay Assistant, Vojtech, who previously worked in our Layerthorpe shop. Both are supported by a brilliant team of volunteers with a wealth of knowledge and expertise in jewellery, collectables, art, designer labels and musical instruments.

Based in our Acomb furniture shop, you'll find the team busy researching, photographing, listing items and packing them up for delivery once sold.

Helen says:

"As a team we love it when an item sells for a much higher price than we had anticipated. For example, we recently listed a collection of Vintage

Britain horse and jockey figures which sold for over £500. This is the beauty of selling items by ebay auction; you never know what you might achieve."

The ambition is to further grow the online sales channel to complement our shops and broaden our customer reach. To support this growth, the team is expanding with the recruitment of an additional ebay Assistant.

Helen adds:

"We are always on the lookout for more volunteers to bring additional skills and knowledge to our growing team. We are currently looking for volunteers with knowledge in photography equipment, electricals and many other special interests."

If you are interested in becoming an ebay volunteer, or know of anyone who would be suitable, give the team a call on

01904 788 777 or email retail@stleonardshospice.nhs.uk

Most expensive item sold

An amazing nearly new electric bicycle for **£1,100**, closely followed by an antique violin for **£1,029** which was bought by a customer in Australia!



Top 3 most popular products

1 We have had great success with mens' clothing, especially designer Burberry macs or jackets listed which sell incredibly well.



2 We do a great trade in collectable ceramic ornaments. Some have surprisingly high values and we have achieved in excess of **£400** for one Royal Doulton figurine. We use various different pricing tools to work out the true value of an item. Sometimes we contact auction houses for a second opinion if we feel we have something really special.



3 Rare vinyl is very popular and exciting to sell. Vojtech is a big fan of music and enjoys researching and checking over vinyl that comes to us. We recently had a rare vinyl record on the site that sold for **£850**.



Dates for your diary



Christmas Fair

- ✦ Get a present from Santa
- ✦ Christmas choir and entertainment
- ✦ Festive food & drink
- ✦ Stalls ✦ Tombola
- ✦ Games and prizes
- ...and much, much more!

York RI Hamilton Drive, Acomb, YO24 4NX
12-4pm, Sunday
20 November

ENTRY FEE DONATION
£1



Let us be your reason to run in 2022

Yorkshire 10 mile, Sunday 16 October
Yorkshire Marathon, Sunday 16 October

Book your place now!
stleonardshospice.org.uk 01904 777 777

Remember a loved one this Christmas



LIGHT UP A LIFE

stleonardshospice.org.uk

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