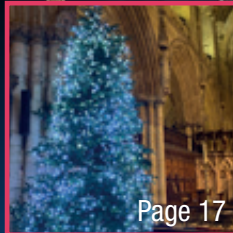




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Welcome to our winter newsletter

I hope you all had a peaceful Christmas. As we come to the end of another year I look back with pride on what we have achieved as a Hospice. Whilst we continue to experience the impact of the national clinical workforce crisis, we have successfully recruited amazing new staff. This will enable us to continue to develop our services to meet the needs of more patients in the future.

During 2022, we have cared for more patients and families than ever before.

Our Hospice@Home team has continued to expand across our communities, supporting almost 700 patients at home. It's been a relief to see our in-patient unit open up with the relaxation of COVID



restrictions, enabling families to be together at the end of a loved one's life. We have also been able to welcome back our fabulous Pets As Therapy dogs, who always bring a smile to people's faces, and we've been able to develop new volunteer roles to support patients with their wellbeing.

Our Single Point of Coordination, described by families as "the hidden service" and the "voices behind the support," continues to go from strength to strength providing telephone support, signposting and guidance for professionals, patients and families. Our bereavement team has also provided more than 1,000 sessions over the year supporting people living with grief.

Our care would simply not be possible without the continued support of you; our local people and supporters. You make a difference in so many ways. There are great examples of this in this newsletter, from people taking part in events such as marathons and epic challenges to arranging fantastic community fundraisers on our

behalf. It has also been great to see amazing support for our Hospice events including our recent Christmas Fair and Light Up a Life remembrance services.

We have had a record year in our 12 shops, seeing very strong sales. Plus our ebay shop exceeded the previous year's total online sales in just 26 weeks! We also opened our first ever Value Shop in November in Tang Hall. It is already proving a huge success, giving shoppers even greater value and ensuring we maximise the money we get for donated items.

As I look towards 2023, I am excited about what lies ahead. We've already had great feedback from our outreach survey, where we are asking everyone who matters to us what matters to them when it comes to the provision of future day services. If you haven't already done so, please fill in our online survey – there is a QR code on this page that will take you to a dedicated link. We will be keeping you updated on our future plans. We will also have exciting announcements ahead about a dedicated carer support service and warm spaces initiative to help people during the cost of living crisis.

None of these exciting developments are possible without your continued support. Thank you. I know times are tough but next year we will need you more than ever as

we look to reach even more people with our expert care. Every little bit makes a huge difference, and helps us continue to care for and support people facing life-limiting illness and bereavement.

Thank you once again and wishing you a happy and healthy new year.

Emma Johnson, Chief Executive

What matters to you?

Help us shape our Hospice services

We would like to find out what might be helpful to people with a life-limiting illness and those who care for them.

We would really appreciate your time to answer the questions in this survey.

Use the QR code below or, if you prefer, you can email your feedback to outreach@stleonardshospice.nhs.uk



Thank you for taking the time to help us.

stleonardshospice.org.uk/sunflower-outreach/

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Creating lasting memories

Our clinical teams have been busy helping patients not only plan their end-of-life care but also create special memories.

Maria (53) has terminal cancer. She spent a month in our in-patient unit (IPU) in August for respite care, where she valued the time and space to think about her future needs.

During her stay with us we were lucky to see her celebrate two family milestones; a visit from her newborn twin grandchildren plus her grandson, Oscar's, 5th birthday.

Our team on the IPU wanted to create something memorable for Maria and her family so they organised a surprise birthday party for Oscar. Our Garden Room was decked with balloons and bunting for the occasion and Maria, her dad, step

mum, son and daughter (mum to both Oscar and the twins) all gathered to enjoy Spiderman cake and present opening!

"It was such a special day. I was expecting Oscar to come in and sit on my bed to open his presents. When I got taken to the Garden Room to see my family surrounded by birthday decorations it was a wonderful surprise.

Oscar had a great time and loved all his presents including a fire truck outfit, which he enjoyed running around in. I got him a karaoke machine because he loves singing and dancing plus a tub of mayonnaise – he absolutely loves it and has a great sense of humour, so it was lovely to see him giggle when he opened it."



For Maria, whose mum died when she was 12, there was something very special to have her family all together again, captured in a photo she will treasure.

"It was a truly memorable day. The team at St Leonard's went above and beyond to give Oscar a birthday to remember."

Maria was diagnosed in 2016 and was given months to live. At that time she wanted to focus on the quality of the time she had left, rather than the length. It was her son who encouraged her to have chemotherapy and, six years later, she has celebrated her son pass his exams and go off to university plus the birth of three beautiful grandchildren.

Spending time on the IPU allowed Maria to make the decision to go into a nursing home rather than return home.

"If I'd have gone home, my family would have only worried about me. I want them to be able to relax, for my dad to enjoy retirement and his touring caravan, and for my children to live their lives.

"It was lovely to have the space and time here to make that decision. Everyone has been so wonderful and supportive and I can't thank them enough for the special family memories we made here."



Here's what else we've been up to:

Patients, families and staff enjoyed a visit from Lola and Teasle, two Golden Guernsey goats from Healaugh Farm, Tadcaster. Here they are popping into a patient's bedroom and enjoying a snack!

For Halloween we created a special pumpkin trail with mini pumpkins decorated by patients and families.

Some patients even had a go at carving their own!



Finley tells how bereavement support helped his anxiety

Last year our bereavement support team delivered more than 1,000 sessions helping people deal with grief.

Not many people know that our bereavement support service is free and available to any adult from the community, whether connected to the Hospice or not. Support for the whole family is offered when their relative is being cared for by St Leonard's.

Finley was just seven years old when his grandad, Billy, died. It was his first experience of losing someone so close. His parents, Lisa and Darren, reached out to the Hospice for support and were grateful to get help from their dedicated team.



time. The counselling gave me special techniques to help calm my mind and slow it down so I could fully process and forget the worry I had.

They helped me discover lots of new techniques to disperse the thoughts in my head, such as attaching a colour of sand with one of the memories of a loved one who had died – thoughts that had made me sad or anxious. This gave me the ability to process the grief and move on from worrying about more.

For anyone who is feeling anxious like this or having difficulties, I would strongly recommend the support service at St Leonard's.

Even as a young boy, they were really able to get through to me and give me the tools to cope with my worries and nerves. They made me feel so open and welcome."

Call 01904 708 553, 8am to 5pm Monday to Friday, for immediate, in the moment support, or to self-refer for ongoing, planned, bereavement support with a dedicated member of the team.

"The staff were amazing. They treated me so well and were so kind and welcoming to us. I felt really comfortable coming to talk to the therapist on site and she really made me feel open to talk."

Finley attended quite a few sessions and each one helped him gradually come to terms with his loss and how to deal with his feelings.

"Each session was just as good and I took something else away from it every

Your feedback matters

We are passionate about providing the best possible care and support to patients and families as these lovely quotes show.

"There is no doubt in my mind that St Leonard's provides the best end-of-life care and we were blessed to have been able to experience this."

"What extraordinary compassionate and wonderful human beings you all are."

"It is a truly unique place that has a special place in my heart and always will. My husband was only days away from passing and he arrived at the Hospice in torturous pain. Within hours, he was resting peacefully and this allowed myself and my family to share those last remaining days with him in a peaceful and calm environment. The care he received and the attention paid to his family was incredible."

"A truly wonderful place. I cannot say enough about the kindness and generosity shared by everyone at the Hospice."

"The wonderful care allowed my dad to stay in his own home, in his own bedroom surrounded by family until the very end."

"R's wishes were to die peacefully at home and your team supported me to be able to do this. An amazing service."

"All the services work as a team, the Macmillan district nurses, Hopice@Home, everyone does an amazing job and I found everyone so friendly and supportive, nothing was too much."

"Thank you for your guidance and helping myself and my family to process the situation. We all felt lost and confused and you helped us to find ways of coping."

A mighty supporter

Big Ian Donaghy is a familiar face in York and a huge supporter of the Hospice. He has been supporting St Leonard's for over 30 years, raising thousands in the process.

As frontman of the popular band, HUGE, he used to play in the centre of York and leave drum cases out for people to put money in. The band also used to collect at their sell out shows at the Grand Opera House.

“When I met my wife Em, it turned out that her mam, Liz, was one of the first nurses on the first shift when St Leonard's opened so there is a personal link,” he says.

In 2013, the Hospice became one of the main charities for Ian's A Night to Remember; a hugely successful community concert held every year at York Barbican. The event, which brings together top local musicians, was established in memory of his mum who died of cancer.

They are always packed to the rafters and, over the years, have raised nearly £60,000 for St Leonard's alone!

This year's event saw Ian win The People's Choice Award for Charitable Person of the Year at the York Mix Hero Awards.

When asked about his unwavering support Ian explains:

“St Leonard's provides invaluable end-of-life care for people dying and their families, either within the Hospice or in people's own homes.

I know so many friends who have had their last days there or had members of their family die there.

I work on the idea 'if you can help... help' so that's what we do. As a community we need to come together and look after one another. We can't change the world but we influence what is happening near us.”

Fine words Ian and thank you for your continued support.

Save the date...

A Night to Remember will return
Thursday 14 September 2023.



Photos: David Harrison

Excellent events

We have recently been out and about celebrating our fabulous supporters taking on epic running challenges and organising some wonderful community events.

On Sunday 7 August we were cheering on runners braving the heat to complete the **York 10K**.



York 10K

September saw us attend the **Yorkshire Balloon Fiesta**. Over 50,000 people supported this event to help raise money for the Hospice, York Rescue Boat and Yorkshire Air Ambulance.

We also enjoyed an array of live music at **Live for St Leonard's**, organised by The York BID as part of York Food & Drink Festival and raising a whopping £4,320.

We hit the streets of York again on Sunday 16 October to support those taking on the **Yorkshire Marathon** and **10 Mile**. As well as individual runners we had corporate supporters taking part in the team relay.

It was fantastic to see the return of our popular **Christmas Fair** on Sunday 20 November where families enjoyed cakes, music, stalls and a visit from Santa!



Christmas Fair

We have some exciting events planned for 2023 so keep your eye on our website for more details.
stleonardshospice.org.uk



Yorkshire Balloon Fiesta



Yorkshire Marathon



Live for St Leonard's



Christmas Fair

Live for St Leonard's

A lasting legacy

Last year, £3.1 million was raised for the Hospice through legacies. Legacy gifts really make a huge difference to our patients and those who care about them. In the current climate it is one way of supporting the Hospice that can make a huge difference to people in the future, but doesn't cost you anything now.

One of our wonderful supporters, Ian, explains why he has included a gift to St Leonard's in his Will.

"My wife Pat and I were married for 46 years when she died in the Hospice in 2018. I can't thank the staff enough for taking care of us both. Pat's end of life



care was amazing but they also took the time to support me too.

It broke my heart to see Pat in such a bad way. After a few days in hospital, we took the decision to move her to the Hospice on the advice of her medical team. When I first arrived at the Hospice I couldn't believe what a difference the move had made to Pat. After days of not eating, there she was in her room eating a prawn cocktail, something the catering team had made especially for her.

In Pat's final days they made her as comfortable as they could, with specialist round the clock care in a homely environment. I was able to sleep next to her and when the time came the nurses woke me to say goodbye. The support and care we both received made Pat's death the best it could be. For that I will be eternally grateful and that's why I've remembered the Hospice in my Will.

Please let care like this be your legacy – you may be so grateful for their support, just as I was."

St Leonard's
Hospice
Caring for Local People



Have the Will to make a difference

Please consider leaving a gift in your Will to St Leonard's Hospice. Your gift will ensure we are there in the future to provide specialist care and support to local people living with life limiting illnesses, and to the people they care about.

Email legacies@stleonardshospice.nhs.uk

or call 01904 777 777



Patients get the best of both worlds

Nicola and James are Advanced Clinical Practitioners (ACPs) at St Leonard's. While the ACP role is widespread across the hospital sector, it is still fairly new to hospices.

Advanced clinical practice allows health professionals, including nurses, physiotherapists and occupational therapists, to work at a senior clinical level, effectively carrying out most of the duties of a doctor. This level of practice is designed to transform patient care as ACPs bring valuable skills from other clinical backgrounds.

Nicola's story

"I like to see it that patients get the best of both worlds. I can prescribe a patient pain relief and then feed them lunch. It is a holistic approach to care."

Nicola has been a nurse since 1998. She started her career in the neurosurgery ward at Leeds General Infirmary (LGI) before moving to neurointensive care, where she worked for nearly 17 years. Nicola then became



a critical care outreach nurse, supporting both LGI and St James's Hospital, Leeds. She then moved back to neurosurgery at LGI as an ACP, where she completed her Master's degree.

Nicola has always wanted to work in palliative care, so when the opportunity to join St Leonard's came up, she jumped at the chance.

"It was Christmas Eve when I came to look around. I knew automatically that this was where I wanted to be so I submitted my application immediately. I joined the team on 23 May 2022, and I haven't looked back. I love the fact we are a small team committed to giving patients the best care. Everyone has been lovely and welcoming – I feel like I have worked here for years. The best thing is the quality time I spend with patients."

She has already made a considerable impact leading on projects, including implementing a specialist palliative care triage tool for the in-patient unit and a patient dependency tool to enhance nursing satisfaction and patient experience.

"I feel incredibly well supported. I have many ideas, and it is great to be given the autonomy to implement them to benefit patients and colleagues. It is an absolute privilege to work here. I have many ambitions for the future, and it's great to be in an environment where your development is so well supported."

James' story

"Being able to bring together so many different facets, including medical, social care, emotional support and nursing, to make a difference to patients' lives is incredible."

For James, coming back to St Leonard's is coming back to his roots. He first worked at the Hospice between 2012 and 2014 as a charge nurse. Since achieving his nursing degree in 2004 he has worked in oncology at The Christie Hospital, Manchester, as a district nurse and as a clinical nurse specialist. He also briefly worked in New Zealand.

Prior to his return to St Leonard's in August this year, James was an ACP at one of York Hospital's community rehabilitation units,

caring for the elderly and supporting frailty. He is now back working in his specialist area, palliative care.

"It is what I was trained to do and I've missed it. It's great coming back as an ACP. While clinically I can prescribe like a doctor I am also able to use my nursing brain to give a holistic approach to care. It is the best of both worlds."



During his career James has moved between clinical and managerial / strategic roles. Being an ACP allows him to combine both and he is actively getting involved in projects at the Hospice. He has already created an education programme for staff called 10 in 10 – a series of short training sessions to help people

easily retain key information.

"It's fantastic to be working in an environment where there's the appetite and energy to innovate. You are encouraged to do things differently and you are respected for your skills and knowledge. I love being back here, working alongside amazing people I hugely respect."

A big thank you...

...to the wonderful trusts and foundations that have generously supported us this year.

To date we have received funds towards our core costs, support for our bereavement services including comfort boxes for children, medical supplies, training, uniforms plus an ECG machine and Resus trolley.

We appreciate that there is currently tremendous pressure on funders during these difficult economic times. Our team is very grateful to our regular and new funders, whose support enables us to continue to offer our expert care to patients and their loved ones.

From April 2022 to date, we have received funds from:

- The Arnold Clark Community Foundation
- The EG Foundation
- York Dispensary Trust
- The Holbeck Charitable Trust
- Pavers Foundation
- The Albert Hunt Trust
- Hospital Saturday Fund
- Sir James Reckitt Charity
- Charles Brotherton Trust
- The Beaverbrook Charitable Trust

If you would like to understand more about how charitable trusts can support the Hospice email our Trusts and Grants Fundraiser, Stella Murrell at stella.murrell@stleonardshospice.nhs.uk



The Pavers Foundation donated £1,000 on behalf of a colleague at the company's distribution centre. It will go towards maintaining our extensive bereavement

support services, including the provision of child bereavement comfort boxes, and running family bereavement support sessions with trained counsellors.



Thanks also to everyone who supported our Light Up a Life campaign and attended the remembrance services at Selby Abbey and the Hospice.

The trees looked beautiful shining at Easingwold Market Place, Selby Abbey and St Helen's Square in York. Our Avenue



of Trees at the Hospice also provided some Christmas cheer for patients and families.



LIGHT UP  A LIFE

All about Value

This year saw us open our first ever Value Shop in Tang Hall. The shop's longest serving volunteer, Marjorie, officially cut the ribbon. Marjorie has supported us for 23 years and says it is a lovely place to work. She thinks the new look shop is wonderful!

Our head of retail, Ricky Mohindra, tells us more about this new venture.

"We are always planning and adapting our retail process and this new shop is part of our strategy to get more value out of people's donations and drive more revenue to support the Hospice. The way it works is that items which haven't been sold elsewhere will be moved to the specially refurbished shop in Tang Hall and sold at a discounted price.

We're absolutely committed to getting the best possible value for the items which people kindly donate. At the same time, we will be helping our shoppers to get a better deal as their budgets tighten.

Like other charities, we've been trying to reduce the amount of unsold items sent to the ragging trade and extract more value out of the items donated.

This is the first time St Leonard's has set up a specialist shop of this kind and we're really pleased to be able to offer this new concept. We know that people come from far and wide to visit our shops, so we expect it will help attract more people to the city too.

Moving items, which don't sell in main shops, to value shops, is an established retail process which other retail store chains already do successfully. By adopting this system, we know we can get the most out of these valued donations. At the same time we are supporting our community in these challenging financial times.

The Charity Retail Association estimates that around 339,000 tonnes of textiles are kept from being disposed of each year to landfill or incineration by charities (2018/19 stats), saving councils at least £31m each year in waste disposal charges. So we really feel that we're doing our bit here in York."



Marjorie, our longest serving volunteer in Tang Hall, officially opened the Value Shop in November.

St Leonard's Hospice



Lord Mayor of York signs up for Strictly!

Strictly St Leonard's 2023

The Rt Hon the Lord Mayor of York, Councillor David Carr, and Lady Mayoress, Mrs Lynda Carr, will be stepping out to support the Hospice as they join the Strictly St Leonard's Class of 2023.

The annual fundraising event, now in its fourth year, sees British Amateur Latin Sequence Dance Champion, Chris Robinson, teach budding local dancers to dance in just six weeks. They will then showcase their talent to family and friends in a glittering grand finale on Saturday 1 April 2023 at the Riley-Smith Hall in Tadcaster.

The Lord and Lady Mayoress are one of several couples already signed up for next year's event. They said:

"We are delighted to be asked to support St Leonard's by taking part in Strictly, and I'm sure we will have great fun doing so."



Events to look forward to next year...

Here are some dates for your diary. Keep an eye on our website and social channels for more exciting events being announced.

Sunday 14 May
Plant Sale

Saturday 20 May
BRAND NEW Wolds Challenge Walk
(12 and 18 mile routes)

Sunday 6 August
York 10K – early bird entry offer ends 31 December 2022

Sunday 15 October
Yorkshire Marathon & 10 Mile –
marathon early bird entry offer ends
31 December 2022

Saturday 21 October
Once Upon a Time St Leonard's Hospice Ball – secure your seat for £20 per person



What could your business do?



Local businesses play a vital role in supporting the Hospice. There are lots of ways to support us through your organisation, including joining our Business Club, making us your charity partner, sponsorship, taking part in a challenge event or volunteering.

Here are just some of the wonderful businesses who have recently got involved.

York Bid

In addition to organising Live for St Leonard's the team also took part in the Dragon Boat Challenge. These two events combined have raised over £6,000 for us this year!

Soapy Productions

When director, Simon Hudson, heard about the need for simple activities that families can do together when they visit loved ones, he agreed to purchase a Nintendo Switch and his son donated some games for our in-patient unit.

He said:

"We are proud to continually support St Leonard's with the little things that make a difference. As a family we know the importance of having everyone

together during end of life care at the Hospice. We hope the Nintendo Switch provides some much needed light relief for the children at a time when it is stressful for families and their loved ones."

Hilton York

The hotel chose to partner with the Hospice earlier this year. Since then, it has hosted events, joined the Business Club and taken part in fundraising activities throughout the year. Members of staff have taken part in the Challenge Walk and the Yorkshire Marathon Relay.

Stewart Lorimer, general manager, said:

"We're honoured to partner with the Hospice. The team is very pleased to help the charity continue providing valued care in the community."

NFU Mutual

Has recently joined our Business Club and we have been able to arrange a volunteering day for some of their staff to work alongside the retail team in our donation centre and shops. The feedback from those involved was lovely, including:

"It was very rewarding and enjoyable, the staff were very welcoming."

"I wasn't sure what to expect, but had a great time!"

Volunteering is an excellent way to get your team involved and support us; it could be at events, supporting our retail team, bucket collections, or support for the fundraising team.

Thank you to these and all our businesses for choosing to support us and allowing us to continue our vital work.

By joining our Business Club for £200 per year, you will be helping us generate sustainable annual income, enabling us to plan for the future. You will meet a variety of like-minded businesses, share information, make business connections and demonstrate your commitment to our charity. Visit our website to find out more.

stleonardshospice.org.uk



Clues on the Ouse - St Leonard's Business Club event



The Accumulator Challenge

2023

This year St Leonard's Hospice is looking for teams (of up to six people) to take part in The Accumulator Challenge. To start you off, we will give your team a loan of £30.

This is a great team building exercise and a way to develop entrepreneurial skills, with a bit of friendly rivalry on the side! All this whilst accumulating vital funds for St Leonard's Hospice.

How much can you raise?

Saturday 11 February to Monday 13 March 2023



For more information and to register your team please contact:
fundraising@stleonardshospice.org.uk Tel: **01904 777 777**
stleonardshospice.org.uk



01904 708 553



stleonardshospice.org.uk



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