

# Happy 40th birthday to us!

your Hospice News



#WeLoveYourSupport

Thank you to you, and people like you, who have built and sustained The Hospice of St Francis over the past 40 years. We couldn't have achieved all our care for countless numbers of patients and families without your support.



Join our Celebrations



Read how we're helping people today



Discover our heritage



#yourpreciouslife

### **CARE NEWS**



What's happening at the Hospice

### VIRTUAL REALITY

We've taken delivery of virtual reality equipment funded by Macmillan. The latest technology will enable patients to revisit their favourite places or go on new adventures, support physical rehabilitation and bring fun and joy to young bereaved people and those facing loss.



### SCREENING UNIT RETURNS

The Herts & Beds Breast Screening Unit returns to the Hospice this autumn, giving thousands of women the opportunity to attend for a regular mammogram. Screening and early diagnosis really can save lives. We will share and promote the date later in the year.

# Self-referral

We want to make it as easy as possible to get care and support from The Hospice of St Francis. With a secure link in place we're pleased to be championing self-referral to all our services. Just click on the link on our website or give us a call.

Self-referral is for people experiencing the impact of the diagnosis of a life-limiting illness and people recovering from cancer. People in both situations have told us had they been able to get in touch directly themselves, it would have really helped them to feel more in control and get their lives back on track.

Visit stfrancis.org.uk/selfrefer or call us on 01442 869550.

### More care at home

Our much loved and trusted community nursing service now operates seven days a week and the new Rapid Personalised Care Service



(RPCS) which provides daily nursing and personal care at home for people in the last weeks of their life is helping people live life at home the way that they'd like it to be right to the end. Betty Duncombe's husband Daniel started receiving support in December last year following a bowel cancer diagnosis. Betty said

"The Hospice's community care workers came in every day of the week first thing in the morning no matter what. They helped to wash Daniel, dress him and get him ready. They were always so cheerful and helpful and their support allowed me to get the rest I needed, which meant that I was better able to care for Daniel when they weren't there."

# **Care for Carers**

Brenda Scott-Oldfield, 65, from Wigginton, is a full-time carer to her husband Bob, 71, who has Progressive Supranuclear Palsy (PSP) – a rare brain disease causing him to fall without warning.

Our Carers Support team used the Carers Support Needs Assessment Tool (CSNAT) approach to hear Brenda's story and tailor support around her changing needs.

Brenda said, "I attended the Hospice's Care Towards the End of Life course. It was useful to hear other people's experiences, access information on legal matters and focus on my own wellbeing. Since then I've taken part in a Practical Caring Course, which provided useful tips on things like back care and how to move someone



when they're in bed. Knowing there's always someone there I can ask for advice as I face the future as Bob's illness deteriorates is hugely reassuring."

Come to our free Carers Afternoon on Friday 14 June as part of National Carers Week. Open to any carers in our local community, please call 01442 869550 if you'd like to join us.

## Let's Talk about Dementia

Join us to talk about dementia at the Civic Centre, Berkhamsted on Wednesday 1 May at 7.30pm.

Speakers include Dr Tammy Angel, Clinical Director of Elderly Care at West Herts Hospitals Trust and our own Medical Director, Dr Sharon Chadwick, who will address issues such as planning ahead so you get the care that you want and how palliative care teams can help to support you. Open to all, including health care professionals,tickets cost £10. **stfrancis.org.uk/dementiatalk** 

## **Our Building Today**

Twelve years since we moved here we'll be carrying out essential maintenance work on our water pipes across the Hospice this summer.

We're making arrangements to ensure that people can continue to receive the care they need during this time and taking the opportunity to make some changes to our Spring Centre so that more patients can regain and maintain their independence and mobility. Rehabilitation is key to our 10-year strategic goal of doubling the reach of our care and we plan to create a larger, more flexible space including a 10m mobility assessment run and circular pathway incorporating the therapeutic benefits of our beautiful gardens.

This project is possible thanks to grants and restricted donations from local supporters. In July and August while building work takes place, Spring Centre activities will continue as normal at alternative venues.

### **HOSPICE NEWS**





### WORKSHOPS

From floral displays to reupholstering, we have workshops this Spring to suit budding interior designers and crafters at Returned to Glory. stfrancis.org.uk/ returnedtoglory

For latest 'finds' and trend news, don't forget to follow @ReturnedtoGlory on Facebook.

### **ON THE MOVE**

Moving home? At various periods throughout the year, local Estate Agents, Aitchisons will make a donation to us for new sole agency instructions upon completion of the sale (terms and conditions apply).

### VOLUNTEER

It takes an army of marshals and volunteers to help our events run safely and smoothly and we'd love your help, visit stfrancis.org.uk/joinourcrew to join the fun!



## **Summer Trends**

Our Head of Trading, Sarah Coles keeps us on trend. She tell us that eco-friendly products including water bottles, food wrappers and recycled coffee cups will be huge this year and you can get them from number twenty. We're also really excited about the fabulous vintage jelly recyclable beach bags in rainbow

colours coming to number twenty in time for summer. Make sure you pop in to our award-winning, specialist gift shop in Lower Kings Road, Berkhamsted before you pack!

# **40 Years of Fashion!!**

Our talented shop team is getting together to host a '**40 years of Fashion'** Show on Wednesday 25 September at Shendish Manor, Apsley. Join us as we showcase the latest looks from the last 40 years, all sourced from our wonderful charity shops and modelled by our staff and volunteers! If you have any vintage items you'd be willing to donate, which can then be resold in our shops, do take them to your local Hospice shop. If you shop in Abbots Langley, we are celebrating 20 years of trading in your village this year too.

## Welcome to new Trustees...





...Tim Symington and Hannah Richardson. Tim, a qualified management accountant, has a career spanning the defence, security and financial intelligence sectors, overseeing security for the London Olympics in 2012. ...Hannah, meanwhile is a fundraiser who's worked in healthcare charities focused on major gifts. Hannah has personal experience of Hospice care and it's her vision that

everyone should have a 'good death'.

# **Celebrate with us!**

We'll be celebrating **Volunteers' Week between 1-7 June** which is also our birthday week! Look out for our Hospice awareness day on Thursday 6 June (aided by loyal volunteers) where we'll be out in the local area. Come and say hello – and Happy Birthday!



Our Garden Party is back on Sunday 23 June 1-5pm at Ashridge House. We'll be celebrating our birthday and offering all the usual treats – a fabulous shopping village, delicious local food & drink, children's entertainment and the chance to enjoy the stunning gardens!

# **Rare Find for Lionel**

Lionel Simons, 84, was one very happy customer at our preloved furniture showroom Returned to Glory in Berkhamsted recently after stumbling across a Denby dinner service in his favourite Mayflower design while shopping for furniture for for his new home.

### "It was the first thing that hit my eye sitting on a table not far from the door,"

recalls Lionel, who distributed the handcrafted stoneware to the US and Canada in the 60's and was MD of the company in the 1970s.

"Mayflower was produced between 1965 and 1982 and was one of our best sellers. It brought a lump to my throat to see it after 50 years – the real definition of nostalgia. To find and be reunited with five cups, saucers and side plates, two casserole dishes, a teapot, creamer and sugar pot in excellent condition for £75 was such serendipity and luck! Returned to Glory is a gem! I'd highly recommend it!"





### **BUBBLES OF FUN!**

Hundreds of families have already signed up to our Bubble Rush and we'd love you to join them! Fatima Kamjoufor, from Hemel Hempstead, took part last year with her son, Arash, 9, and daughter, Aram, 6. Arash said, "I'd never run as far as that before and it was hard but I really enjoyed the bubbles. The best thing about them was that they turned my skin green!" Find out more on p15.

### **EVENTS NEAR YOU**

We're so grateful to everyone who organises their own event for us. Check out what's happening near you in support of the Hospice on our website.

> stfrancis.org.uk/ communityevents



### **PLANT PLEASERS**

Don't forget the Markyate Plant Sale on Saturday 18 May for all your summer bedding plants! Details p15. **BECAUSE OF YOU...** 



As our care evolves to reflect the increasing needs of our diverse local community, we strive to break down barriers and improve access to hospice care for everyone.

Research from Hospice UK shows that not enough people from British and minority ethnic (BAME) communities access expert end-of-life care for a variety of complex reasons depending on their diagnosis, cultural and religious preferences, language barriers and other demographic factors. This is our experience too.

Lila Dhokia, from Bedmond, was born in Kenya to Indian parents but has lived in the UK for 50 years. She admits: "I'm very British but also very Indian and our culture is very tight knit. It goes against the grain to share your problems outside the family and potentially leave yourself vulnerable."

But Lila is very glad she did. She was 65 when she retired from her job as a social worker in December 2014, but barely six months later she was diagnosed with stage 4 breast cancer.

Surgery, chemotherapy and radiotherapy followed but in quick succession she then lost her younger brother, her sister-in-law and her beloved husband, Vanraj. "I felt like I was drowning," she recalls.

### "I've got three children who live nearby but they all have their families and their own lives. Even though they wanted to help, I didn't want to be a burden.

"I have a very strong faith with the Hare Krishna community and lots of friends who were very sympathetic but felt instead of going up, I was going down. I felt incredibly low, yet I was almost embarrassed that with my level of faith and my life experience, I could be so shakeable. I felt I should have been able to cope.

"It was my District Nurse through my GP who referred me to the Hospice for psychological support. I'd never have thought to ask for help for myself.

"At first I was anxious stepping into the unknown. But the support and understanding I've had from day one actually leaves me quite speechless." "Coming here was about how they could build me up slowly and help me to find me again.

"By talking to Julie, a Community Clinical Nurse Specialist, I was able to unravel my situation. She helped me rationalise my emotions, sort priorities, set goals and move forward. It was like a breath of fresh air. I'd held all my emotions in before to be strong for my family but the Hospice was the one place where I could let it all out without being judged.

### "Without the Hospice, I'd probably be on medication for depression but this place has been my medicine, treating me as a whole and not just my illness.

"I've been thrown a life jacket and I'm thankful I had the courage to step outside my cultural boundaries and benefit from the Hospice's wonderful support."

Read Lila's full story at stfrancis.org.uk/ourstories

### **Reaching new groups**



From the beginning we've welcomed people from ALL faiths and none. We are celebrating this in our 40th year by re-affirming, making and seeking links with faith and community groups.



For some people it is through these groups that they first gain the confidence to think about hospice care. Please get in touch if you belong to a community group who would like to hear more about our work.

# What were you doing in 1979?

What were you doing in 1979? Margaret Thatcher was Prime Minister, smallpox was eliminated, there was the winter of discontent, the Walkman was invented and, in Berkhamsted, a small group of people had discussions about starting a Hospice...



### **Our Beginnings**

In 1979, faith, belonging and coffee stirred 'The Originals', a group of dedicated and driven volunteers led by Pam Macpherson (centre), to start a Hospice.



"Start by doing what's necessary; then do what's possible; and suddenly you are doing the impossible."

St Francis of Assisi – a man whose work and writings inspired our founder Pam Macpherson

# 1979

### 'Snowball' coffee mornings

raised £20,000 by March 1980. Not bad for a minimum donation of 25p - £1.25 in today's money! This led to the first patient home visits and in our first year we looked after 21 people.



Heidi Norris (right), 80, from Berkhamsted recalls "Pam Macpherson was very determined and worked so hard. She galvanised everyone. She was unstoppable!"

### **Prayer Vigils**

On 6th June a silent prayer vigil, held at St Peter's Church in Berkhamsted (our official birthday!) was the catalyst that spurred more supporters including people like Angela Russell-Smith, Erica Hughes, Beryl Langley, and Vera Pullen into action.

This June we will once again commemorate the vigil that helped found us by holding prayer vigils in 40 locations across our catchment area to give thanks for our Hospice and provide a space for contemplation to hold people living with dying now in mind and think about our future. We hope you can join us.

Find out more: stfrancis.org.uk/ prayervigils





### 'Shrublands'

In 1982, the Hospice moved into St Francis House 'Shrublands' in Berkhamsted thanks to the Franciscan nuns, led by Sister Christopher Lawlor, who offered us their convent as our home.

# 1980

### Craft!

Craft fuelled our early Hospice fundraising - a tradition that is very much alive today. In the early eighties we started with a pop-up shop and today the craft team still visits local fairs with their wonderful array of blankets, toys and clothes.

Mary Rattee (right), 82, was part of the Bazaar group, devoting her time to creating and making things like toys, teddies, knitwear and marmalade. She said,

"One day, I saw a little charity shop near Tesco's. I asked if they'd like some knitted goods. 'Yes please,' came the reply! I joined 24 ladies - there was a great sense of community and belonging."

### **Day Hospice**

Hospice or



A day Hospice opened in 1983, followed by our first beds in 1986.

### **Home Boxes**

Starting in 1983, these small coin collection boxes have amassed £1 million for us over the years! Today, they bring in around £40k a year. Now though we have new ways to donate in our 'cashless society' such as via direct debit or our new contactless donation boxes. Look out for them around and about and just tap to donate!

If you'd like to get your own home box and set aside say 40p a day for us, email fundraising@stfrancis.org.uk

Margaret Pike, a Berkhamsted home box collector since 1983, said, *"I collected from around 14 houses – people were asked to donate just 10p a week to start with! Today a lot of my box holders are still the same so they know me very well!"* 

### **Three Bells Bereavement Club**

Our Three Bells Bereavement Club, named after the St Francis Bell Tower in Assisi, started in the mid-80s in a pub and then as a monthly supper club for around 40 people. Soon afterwards, in response to demand, we set up a formal telephone support service on a Monday evening.

### **Bereavement Support Today**

Today, 35 trained volunteers still give their time on the Support Line, making nearly 2,500 calls to over 700 individuals a year, offering a listening ear following bereavement. Find out more at: stfrancis.org.uk/bereavementsupport

### **40 YEARS OF CARE**



### Garden Summerhouse

A special campaign raised £3,500 for a garden summerhouse, which included a day bed for patients as a quiet haven in the gardens.

### **Blue Mist**

We opened a dedicated Day and Education Centre called Blue Mist and continued to gather community support.

# 1990

### Charity shop in Abbots Langley

In 1999 we opened our first permanent charity shop in Abbots Langley and held our first Ashridge Garden Party – 20 years ago this summer! Many community events were put on by 'Friends of the Hospice' including the annual Markyate Plant Sale which has raised nearly £100k in its 22 years, another tradition which continues today.





Anne Frew, an early Hospice volunteer recalls, "It was always busy – the doorbell rang constantly, volunteers were always cooking lunches – pots of soup. Of course back then, we had no regulations or health and safety rules to adhere to!"

### Search for a new home

By the end of the decade, we had outgrown our small, converted home. Constrained by space and very limited parking and with no capacity for expanding outpatient services, in 1999 the decision was taken to look for a new location for a modern hospice.



### **Our Care**

The essence of care has essentially stayed the same in all our 40 years. Dr Ros Taylor, Hospice CEO and Medical Director from 1997 - 2015 and back as a consultant on our IPU, says: "When I joined the Hospice, all bedrooms were shared except for one tiny single room. There was one day room and no other private place to have a conversation – so I had lots of meaningful chats about

life and death in the bathroom with patients and their families! Now, 22 years on, the care is still extraordinary but our services are much more diverse. What's very different is the wellbeing and rehabilitation approach in our Spring Centre, where the focus is on making every day count, discovering what matters to people and supporting their hopes and dreams as best we can."

### New site found

In 2001 after 21 locations were considered, a new site was found at the Old Charles Harrowell Brickworks. We remain hugely grateful to many people including Neil Aitchison who were instrumental in helping us negotiate a complex planning process, finally securing planning permission under 'special rules' in 2004.

# 2000

Councillor Alan Fantham, who supported the Hospice right up until his death last year, was responsible for naming the road 'Spring Garden Lane'. He took his inspiration from Spring Garden in Barbados, renewing our Caribbean connection. Our founder Pam Macpherson grew up in Jamaica.

### **Buy-a-Brick campaign**

A £6million capital appeal was launched which included a Buy-a-Brick campaign. The local paper, the Herald Express, was instrumental in generating the final £2.5million needed. Construction started in June 2005.

In June 2006, at the Topping Out Ceremony, a symbolic double rainbow appeared in the sky, which many believed signified hope and luck for the our future.





### number twenty

2006 - our number twenty gift shop opened in Berkhamsted.

### **Moving In**

We moved into our 'Chiltern Farmhouse' style building in January 2007 with eight beds and a day hospice. The Duke of Kent conducted the official opening later that year. Our first patient was Phil Maton. His wife Penny recalls, "The five days he spent in the new Hospice were incredible. He had his own room, it was bright, airy and so spacious. He felt privileged to be there."

### **Children's Support Team**

The end of the noughties saw the introduction of our specialist Children's Support Team, funded by Children in Need and offering support to children and young people facing loss.

### Our Walk with the Stars

In 2007, we held the first of many popular mass fundraising events. Our Walk with the Stars saw 800 women in pink t shirts walk 12 miles, raising £100,000.



### Volunteering

We started with 25 volunteers and now have 1,200 who give us a total of 130,000 hours of their time every year. As our founder said, 'Everyone has a talent that gets better from using it and we need all those talents', words which are still as relevant today as they were

40 years ago.

We have over 50 different volunteer roles so whatever talent you have and however much time you have to give, we'd love you to join our incredible volunteer army! Find out more at: stfrancis.org.uk/ volunteering

### 24-hour admissions

In 2012 we started 24-hour admissions to our beds enabling more people to access our care.

# 2010



Spring Centre Opens

Our Spring Centre opened in 2013, replacing the day centre and aiming to help people facing cancer or a lifelimiting illness to live well from diagnosis and continue to achieve their life goals. Initially,

complementary therapy was offered and now there are well over 40 different services, groups and events. Today the ethos is focused on rehabilitation services to help patients maintain, regain and sustain their independence and mobility and to facilitate this we're making a few changes this summer. See p3.



### **Returned to Glory**

This decade has seen the opening of Returned to Glory, our homeware and pre-loved furniture showroom, the growth of our volunteers to 1,200 and the launch of our seven day a week community nursing support.



### We are outstanding

In 2016 we were inspected by the CQC (Care Quality Commission) and our care rated outstanding.

### **Hospice gardens**

Our Gardens have always been a place of solace and beauty, playing a huge part in rehabilitation and restoration for all who visit and always being tended by greenfingered volunteers. Hundreds of bulbs were taken from the old Hospice and bought to the new as a way of taking memories with us.



12 years ago, our dedicated volunteers transformed our new seven acre brownfield site into a haven for wildlife and plants with many hidden surprises such as our woodland trail and wood carvings. The gardens are constantly evolving and this summer, thanks to a grant from Dacorum Borough Council, we'll be streaming live images of birds and wildlife into the Hospice, helping to bring the outside in!



### Myeloma UK Seeds of Hope Chelsea Garden

Fittingly, last summer, our Myeloma UK Seeds of Hope Garden arrived at the Hospice fresh from the RHS Chelsea Flower Show, transforming the approach to our building for everyone.

Joan Gentry (left), our first paid member of staff and involved with the Hospice for over 25 years, says,

"We realised that patients who were put in the garden rooms who were near the end of their days lasted much longer than expected. That's when we really began to appreciate the importance of the gardens in terms of their healing and therapeutic value."

When we were founded, end of life care was not a priority for the NHS. Forty years on that has changed, however, the NHS now relies on hospices to ensure that people can receive expert specialist end of life care. Today, we care for 2,000 people every year and need to raise over £5million a year to do so. Of this, only £700,000 is funded by the NHS.

The Hospice of St Francis means skilled care, sanctuary and succour in the midst of the chaos that serious illness and death can bring. It means doing our utmost to make living final years, weeks, months or days the best they can be. It means cherishing, hope, love and friendship. It means bringing people together for a common cause. Forty years on we describe this as **#YourPreciousLife: helping people to live their precious lives well.** 

# **Get Involved**

We feel privileged to have touched so many lives in our community over the past 40 years and with your continued support we can be here for the next 40 years.

# Can you help FORTIFY us for the future by committing to a regular direct debit to the Hospice?

A gift of 40p a day (£12 a month) will help sustain our care and ensure day in, day out, local people get the care and support they need to live well, free from pain and on their own terms. Set up a direct debit today – stfrancis. org.uk/donate



### Other ways you can help...

Can you give four hours as a volunteer? Can you clear out your wardrobe and donate 4 things to us? Like us, are you celebrating a special birthday, anniversary or date? Mark the occasion whilst supporting us by joining our Birthday Skydive on 7 July or, if you're on social media, set up a Facebook fundraiser!

Check out our website for more stories from our 40 years. We'd love to hear your stories and precious memories of our 40 year journey together - stfrancis.org.uk/40

# We Love Elephants!

You may see mini purple and green felt elephants around this summer created by our talented craft group! Elephants have long been a symbol of our Children and Young Person's Support Team for their many qualities but especially because they have long memories. Like them, we never forget what you, our supporters, have done for us and we'll be sharing our gratitude by offering elephants as a token of our love and thanks! **Keep your eyes peeled!** 



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in focus



### **Bubble Rush**

### Sunday 12 May, Gadebridge Park, Hemel Hempstead

Anyone from tots to teens, grown-ups to grandparents, can have fun running 5km through masses of multi-coloured bubbles, fundraising and creating special memories together.

### Markyate Plant Sale

### Saturday 18 May, 64 High Street

Held in a delightful, private garden in the village of Markyate, you can choose summer bedding plants, enjoy delicious home-baked treats and refreshments, all accompanied by live music. Fun for the children too and a host of great raffle prizes to be won.

### **Our 40th Birthday!**

**Thursday 6 June** Our actual birthday! Look out for activities and our prayer vigils during the week.

### **London Nightrider**



Saturday 8-9 June Cycle 50 km or 100km past London's top sights at night.

### Ashridge Garden Party

### Sunday 23 June, 1pm - 5pm, Ashridge House

Our big birthday party in the stunning grounds of Ashridge House! Attractions include our shopping village, children's entertainment, live music and a variety of refreshments including cream teas, local beers and ice cream - something to keep everyone happy!

### Midnight Walk Summer TBC



Walk with friends, colleagues and loved ones and remember special people on our Midnight Walk.

### **Stocks Golf Day**

### Friday 5 July

Take on the exclusive 18-hole championship course and compete for the Challenge Trophy! Start the day with a bacon roll, enjoy time on the green and finish with a BBQ, prize giving and a raffle.

### **Birthday Skydive**

Sunday 7 July – Hinton Airfield, Brackley Do you have a milestone celebration too? Mark the occasion with us! Whatever the reason, push your boundaries and take to the skies! stfrancis.org.uk/skydive

### **WE LOVE YOUR SUPPORT**

### **Pitch Perfect**

Sunday 21 July – Berkhamsted Cricket Club A wonderful summer's evening listening to fabulous music from local professionals. Bring a picnic, enjoy a glass or two and marvel at the beautiful surroundings.



### Dacorum Steam Fayre

Sat/Sun 27 – 28 July – Green Croft Farm, Potten End,

### nr. Hemel Hempstead

A weekend packed full of family fun with heavy horses, steam engines, classic cars, stalls and displays!

### Make a Will Month

### September

If you've been thinking about making a Will for a while, take advantage of the free advice of trusted local solicitors who will write your will for free, in exchange for a donation to the Hospice.

### **Ashridge Golf Day**

### Wednesday 11 September

A fantastic 18 holes in tranquil surrounds - the perfect precursor to an evening gala dinner with auction and raffle with great prizes.

### **London to Paris**

**18 - 22 September** Brave this iconic challenge and pedal to Paris for us!

### **Hospice Open Sunday**

### Sunday 22 September

Keep the date free to see our stunning gardens, visit our art exhibition, enjoy wellness activities and find out more about the Hospice. More details soon!

### Wedding Dress Ball



Shendish Manor, Saturday 28 September Relive the 'best day of your life' or make some new hilarious

memories; we vow all the fun without the big I do's!

### **Mudpack Challenge**

Sunday 13 October – Ashridge House



Face obstacles you've never seen before and put your strength and stamina to the test in our 5 or 10 mile filthy fundraiser.

Email mudpack@stfrancis.org.uk for more pre-event information.

### **Royal Parks Half Marathon**

### Sunday 13 October

Run one of the most scenic city runs in the world through four of London's Royal Parks.

### Find out more about all our events at

stfrancis.org.uk/supportus or call 01442 869555.

The Hospice of St Francis, Spring Garden Lane, Off Shootersway, Berkhamsted, Herts, HP4 3GW Tel: 01442 869555 Y G stfrancis.org.uk Registered Charity No: 280825